



exclaimer™ email alias manager
for exchange

Exclaimer Email Alias Manager for Exchange User Manual

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Chapter 1

Getting Started

Exclaimer Email Alias Manager for Exchange Overview

Exclaimer Email Alias Manager for Exchange is designed to help users who need to manage multiple email addresses within Microsoft Outlook.

Any number of email aliases can be defined for users within Microsoft Exchange, with one designated as the **primary** (i.e. the default SMTP address) account. When sending messages, the **primary** account is used by default and if required, users can use Outlook's own **from** option to select an alternative account, if they have appropriate **send as** permissions for this account.

For example, an organization selling a range of products/services might have one general (**primary**) domain and then separate aliases for each product or service. Using Exclaimer Email Alias Manager for Exchange with this example, a possible setup might be:

- karengreen@exclaimer.com
- info@exclaimer-emailaliasmanager.com
- info@exclaimer-signaturemanager.com
- info@exclaimer-mailarchiver.com

Here, Karen Green at Exclaimer needs to send email messages from the most appropriate email address, depending on the nature of the message. For example, general messages would be sent from karengreen@exclaimer.com whereas a message concerning the Exclaimer Mail Archiver product would need to be sent from info@exclaimer-mailarchiver.com.

This can be achieved using the standard **from** option in Microsoft Outlook, but there are disadvantages with this approach, including:

- Every user requires a separate mailbox for each alias; this can be difficult to manage and may have implications for Microsoft licensing and associated costs.
- Unless **send as** and **mail forwarding** is configured for required accounts in Exchange, any replies are directed to the **from** account, not the sender. For example, if Karen Green (karengreen@exclaimer.com) composes a message and uses the **from** option in Microsoft Outlook to send that message from info@exclaimer-mailarchiver.com, any replies will go to the info@exclaimer-mailarchiver.com mailbox. So, unless Karen Green is monitoring this mailbox, she will not be aware of any replies.

How Exclaimer Email Alias Manager for Exchange Helps

Exclaimer Email Alias Manager for Exchange simplifies the whole process. When composing a message in [Microsoft Outlook](#) (be it a new message, a reply or a forward) users can choose to send the message from a different alias via a [send as](#) drop-down list at the bottom of the message compose window. This list is populated from the email list on [Exchange](#), so users will automatically see any aliases that they have permission to use.

For all other email clients and devices - or if [Outlook](#) users simply do not wish to install the [Outlook add-in](#) - users can add a trigger word anywhere in the subject line of their email messages, followed by the required alias (this text is removed automatically after the message is processed with the given alias).

This means that emails are sent and received via a single mailbox - so when [karengreen@exclaimer.com](#) sends a message with the [info@exclaimer-mailarchiver.com](#) alias, the chosen alias remains the same throughout the entire email conversation and any replies will be directed to the [karengreen@exclaimer.com](#) mailbox.

How it works

Exclaimer Email Alias Manager for Exchange is comprised of two parts:

- A [server-side transport agent](#) and [console](#). This is [installed on Exchange \[pg.10\]](#) to process aliases - i.e. to apply the correct alias as selected using the [Outlook add-in](#). The [Exclaimer Email Alias Manager for Exchange console \[pg.29\]](#) is also installed to manage product [licensing \[pg.31\]](#) and [users \[pg.42\]](#).
- A [client-side add-in for Microsoft Outlook](#). This add-in must be deployed to all users defined in the [Exclaimer Email Alias Manager for Exchange console \[pg.29\]](#) - it can be installed on client PCs [manually \[pg.13\]](#), or the process can be automated for multiple users via a [Group Policy Object \(GPO\) \[pg.15\]](#) / [logon script \[pg.25\]](#). Once installed, the [Outlook add-in](#) creates a drop-down list at the bottom of the [compose](#) window for any new, reply or forwarding email so [users can select the required alias for the message \[pg.53\]](#).

System Requirements

System requirements for the [Exclaimer Email Alias Manager for Exchange console](#) and any client machines running the [Outlook add-in](#) are summarized below.

Server Requirements

Item	Minimum Requirements
Operating Systems	Windows Server 2008 x64 (Including all service pack levels) Windows Server 2008 R2 x64 (Including all service pack levels) Windows Small Business Server 2008 Windows Small Business Server 2011 Windows Server 2012 Windows Server 2012 R2
Exchange Server	Microsoft Exchange Server 2007 SP1 Rollup 5 or higher Microsoft Exchange Server 2010 (Including all service pack levels) Microsoft Exchange Server 2013 (Including all service pack levels)
Exchange Server Roles	Microsoft Exchange Hub Transport Server (2007 & 2010) Microsoft Exchange CAS and or Mailbox Server (2013 only)
Microsoft .NET Framework	Microsoft .NET framework 3.5 SP1

Client PC Requirements

Item	Minimum Requirements
Operating Systems	Windows XP x86 SP3. Windows Vista x86 and x64 (including all service pack levels) Windows 7 x86 and x64 (including all service pack levels) Windows 8 x86 and x64 (including all service pack levels). Windows Server 2008 Windows Server 2008 R2 Windows Server 2012 Windows Server 2012 R2

Microsoft Outlook	Outlook 2007 SP3 Outlook 2010 x64 & x86 (including all service pack levels) Outlook 2013 x64 & x86
Microsoft .NET Framework	Microsoft .NET framework 3.5 SP1
Other	Microsoft Visual Studio 2010 Tools for Office Runtime (this is only necessary when running Outlook 2007)

Chapter 2

Installation

Installation Overview

Exclaimer Email Alias Manager for Exchange is installed at two levels:

- The [server-side transport agent](#) and the [Exclaimer Email Alias Manager for Exchange console \[pg.29\]](#) must be installed on the [Exchange](#) server so it can retrieve email accounts associated with [users \[pg.42\]](#). Please refer to the [Installing the server-side transport agent \[pg.10\]](#) topic for installation instructions.
- A [client-side add-in for Microsoft Outlook](#). This add-in must be deployed to all required users and creates a drop-down list at the bottom of the [compose](#) window for any new, reply or forwarding email so [users can select the required alias for the message \[pg.53\]](#). The [Outlook add-in](#) can be installed on individual computers [manually \[pg.13\]](#), or the process can be automated for multiple users via a [Group Policy Object \(GPO\) \[pg.15\]](#) or a [logon script \[pg.25\]](#).

Installing the Server-Side Transport Agent and Console

The installation process for the [server-side transport agent](#) and the [Exclaimer Email Alias Manager for Exchange console](#) [pg.29] is completed using a familiar 'wizard' approach to guide you through each process, step-by-step. This process includes a license agreement and copies files to your preferred destination folder. Once complete, you must either [register for a 30 day trial](#) [pg.32] or select the [apply licence option](#) [pg.38] if you have already purchased the product and received a product key.

NOTE

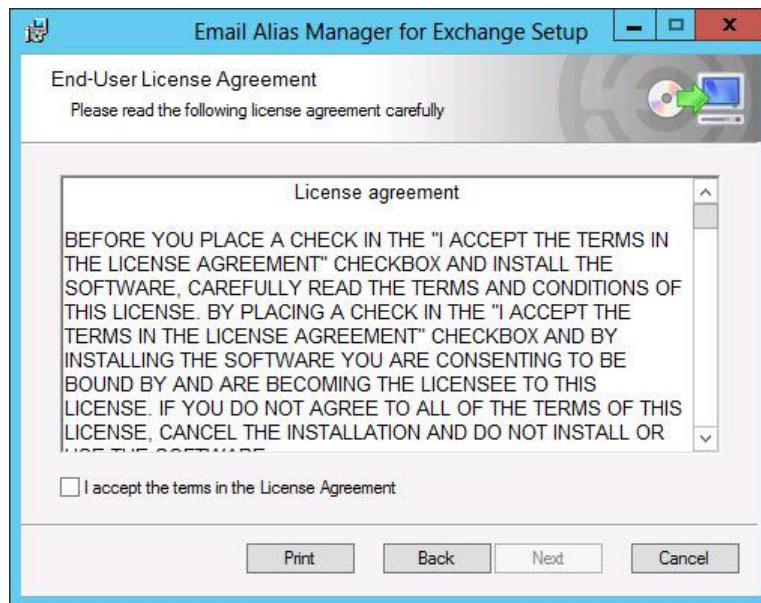
As part of this installation process, **x64** and **x86** versions of the **Outlook add-in** installer are placed in a local folder named **C:\Program Files\Exclaimer Ltd\Email Alias Manager** (or in your chosen installation folder). You can copy these files to client machines to [install the Outlook add-in](#) [pg.13]. Note that on any client machines with a **64-bit operating system** running **32-bit Office**, the **64-bit installer** must be run.

To install the server-side transport agent and [Exclaimer Email Alias Manager for Exchange console](#), follow the steps below:

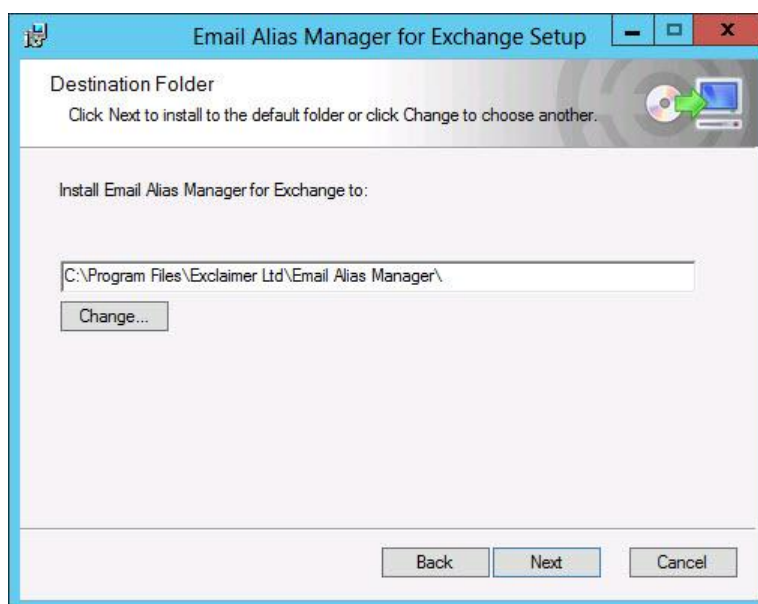
1. If you are updating an existing version, ensure that the previous version has been [uninstalled](#) [pg.27].
2. Double click the installer file to start the [Email Alias Manager setup wizard](#) at the [welcome](#) page:



3. Click [next](#) to view the [end-user license agreement](#):

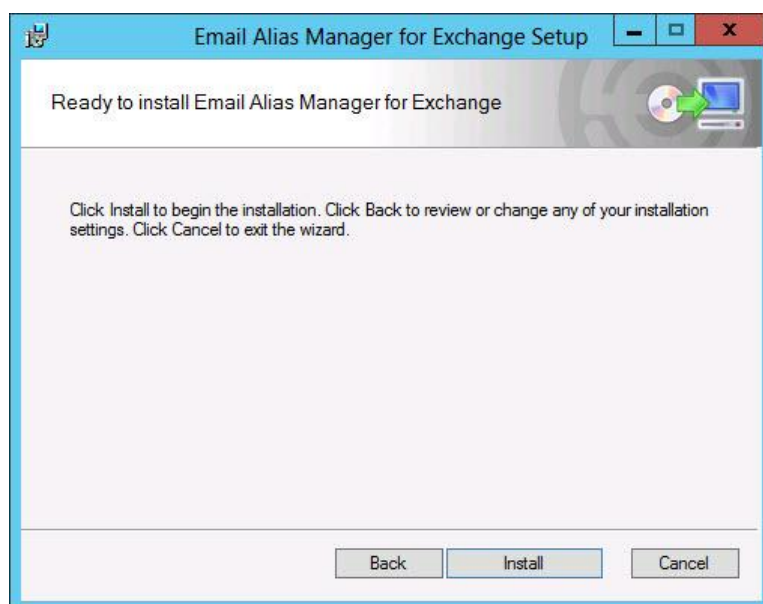


4. Having read the [license agreement](#), check the [I accept the terms in the license agreement](#) box and click [next](#) to specify a destination folder for installed files:

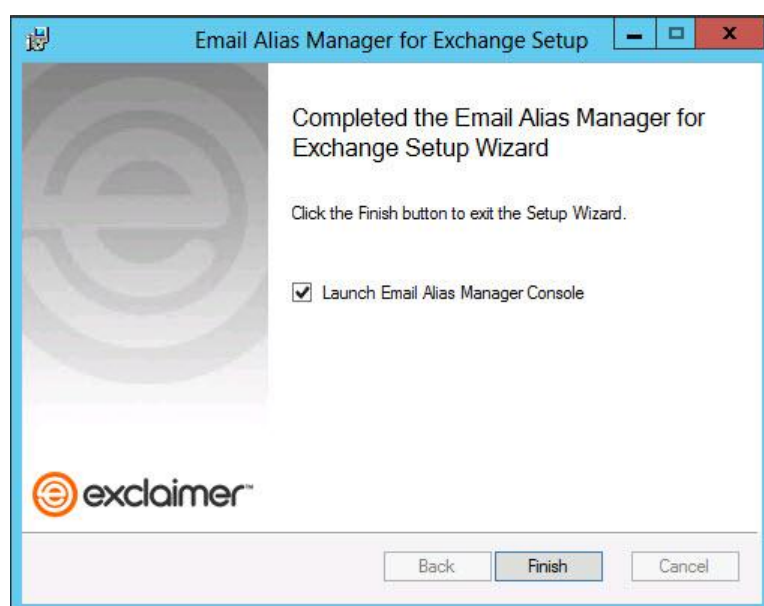


From here you can accept the default folder, or click [change](#) to specify a new location.

5. Click [next](#) to review:



6. Click the [install](#) button to perform the installation. Progress is displayed on screen and final confirmation is shown upon completion:



7. Click [finish](#) to display the product splash screen and then [continue](#) to launch the [Exclaimer Email Alias Manager for Exchange console](#) [pg.29]. To use the product you must either [register for a 30 day trial](#) [pg.32] or select the [apply licence option](#) [pg.38] if you have already purchased the product and received a product key.
8. If you have applied a limited-user license, you can [add](#) [pg.44] or [import](#) [pg.47] users (via the [user management](#) [pg.42] tab in the console). However, if you have registered for a trial or applied a full license, all users are processed by default, therefore [user management](#) options are not required.
9. Once the product is installed, you should ensure that the [Outlook add-in is installed](#) [pg.13] on any required client PCs.

Installing the Client-Side Outlook Add-In Manually

The [Outlook add-in](#) must be installed on client PCs for any users who need the ability to send emails with different aliases.

To complete the installation on a single computer, simply copy the installer file to the required drive and double-click to run. Installation takes place without the need for any user interaction.

NOTE

If required, the installation process can be automated for multiple users via a [Group Policy Object \(GPO\)](#) [\[pg.15\]](#) or a [logon script](#) [\[pg.25\]](#).

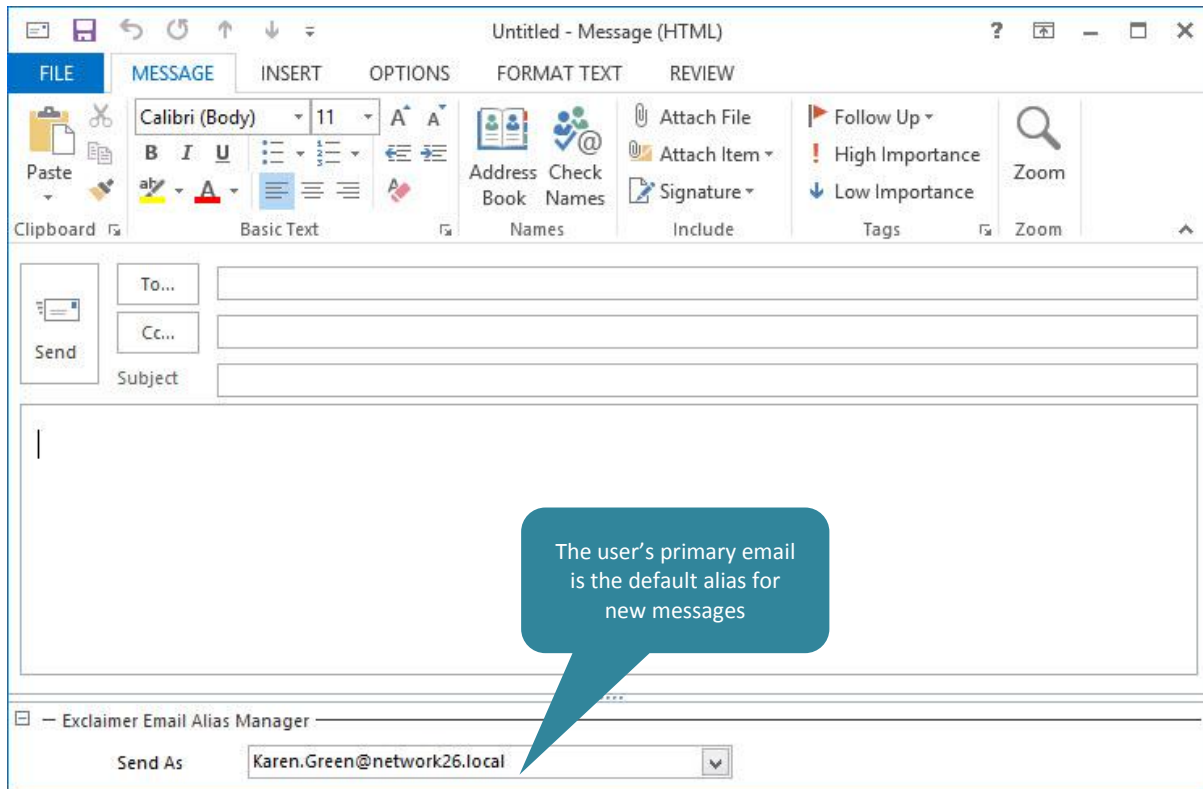
Obtaining the Installer File for the Outlook Add-In

When the server-side transport agent and console is installed, [x64](#) and [x86](#) versions of the [Outlook add-in](#) installer are placed in a local folder named `C:\Program Files\Exclaimer Ltd\Email Alias Manager` (or in your chosen installation folder).

You can copy these files to client machines to [install the Outlook add-in](#) [\[pg.13\]](#). Note that on any client machines with a [64-bit operating system](#) running [32-bit Office](#), the [64-bit installer](#) must be run.

Checking the Installation

Having completed the installation, open [Microsoft Outlook](#) and choose to create a new message. If the installation is successful, a [send-as](#) list is displayed at the bottom of the [compose](#) window:



By default, the [send-as](#) alias will be set to the primary account for the user and any other available aliases can be viewed/selected from the drop-down list.

NOTE

The **send-as** list shows any aliases that the current user has permission to use when sending an email. It is populated from the email list on **Exchange**, so users will automatically see any aliases that they have permission to use.

If you have registered for a trial or applied a full license, all users are processed by default, therefore this happens automatically. However, if you have applied a limited-user license, you will need to [add](#) [pg.44] or [import](#) [pg.47] users first.

Installing the Outlook Add-In

Using Group Policy

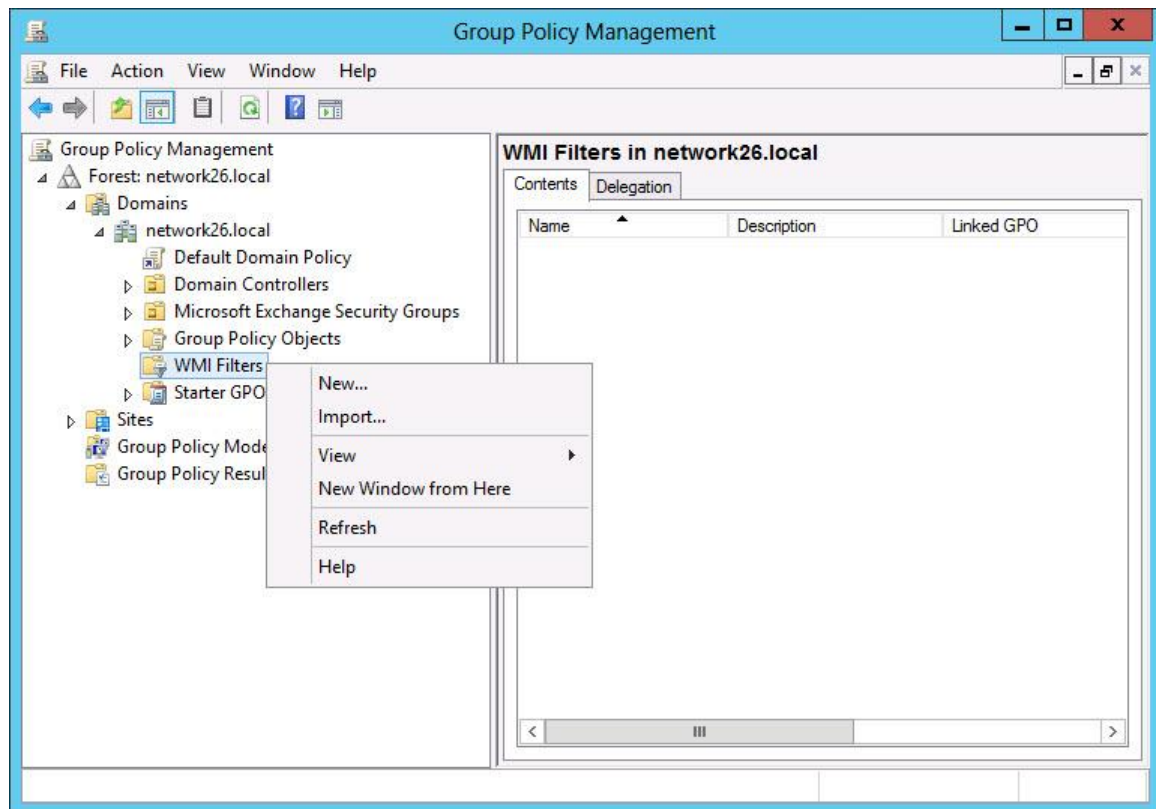
In a typical [Active Directory](#) environment, deployment through [Group Policy](#) is the fastest way to install the [Outlook add-in](#) without needing to manually install the software on each computer within your organization. To do this, complete steps detailed in the following sections:

- [Build a WMI filter for x86 computers \[pg.16\]](#)
- [Build a WMI filter for x64 computers \[pg.18\]](#)
- [Create a Group Policy for x86 computers \[pg.19\]](#)
- [Create a Group Policy for x64 computers \[pg.21\]](#)

Having completed these steps, the [Group Policy](#) is built and deployed to all computers within your organization. The [Outlook add-in](#) will be installed automatically when the [Group Policy](#) is applied (by default every 90 minutes) and the computer is next rebooted. However, if required you can [force the update to take effect immediately \[pg.24\]](#) on a computer.

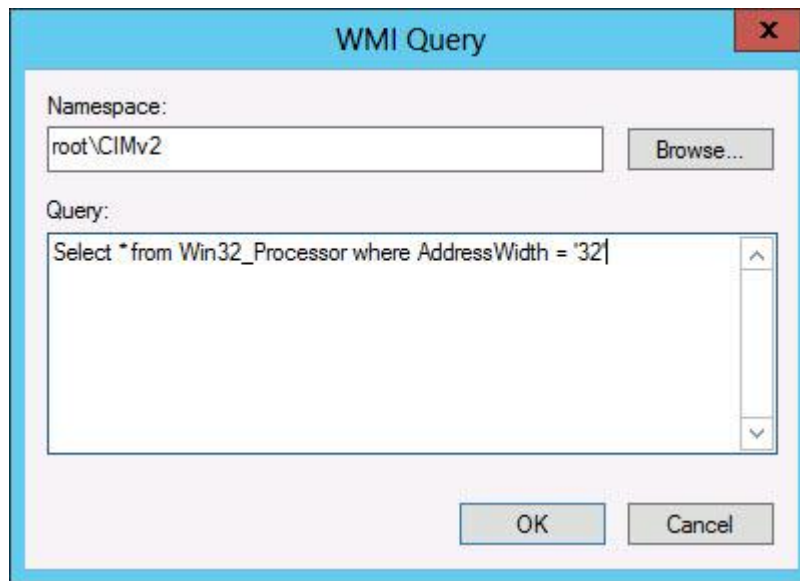
Building a WMI Filter for x86 Computers

1. Click [Start](#) > [Administrative Tools](#) > [Group Policy Management](#).
2. Expand the tree and select [WMI Filters](#).
3. In the [Contents](#) pane on the right-hand side, right-click and select [New](#):



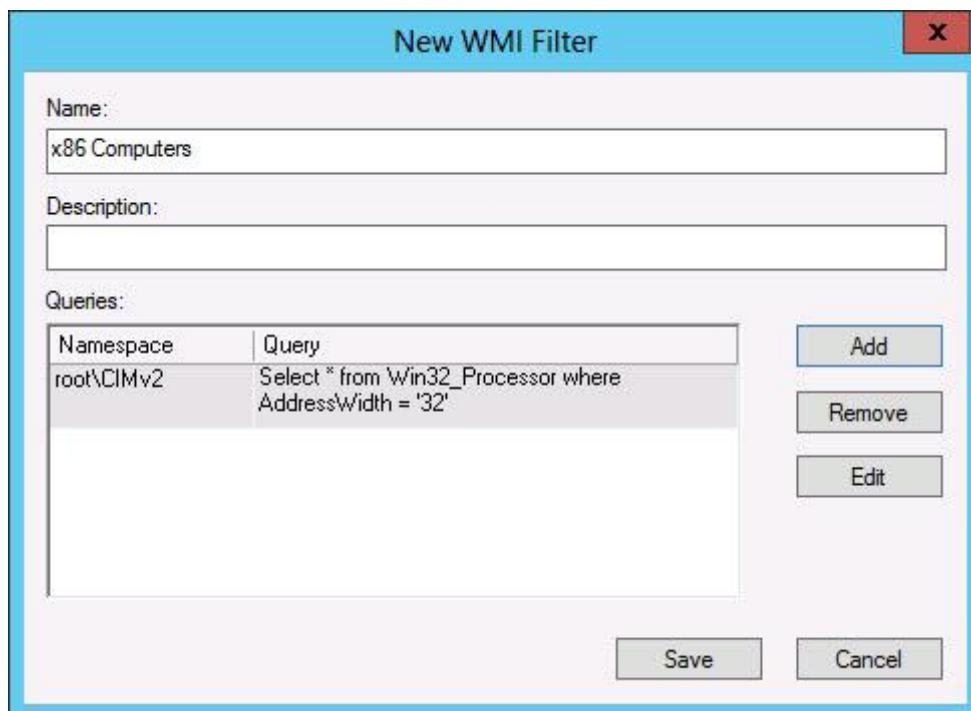
4. From the [New WMI Filter](#) window:
 - a. Enter the Name as [x86 Computers](#).
 - b. If required, enter a description for this filter.
 - c. Click [Add](#) to display the [WMI Query](#) window.
 - d. Ensure that the [Namespace](#) is [root\CIMv2](#).
 - e. Enter the [Query](#) as: `Select * from Win32_Processor where AddressWidth = '32'`. This is shown on the following page.

Query string for the new [WMI Filter](#):



The **WMI Query** dialog box has a title bar with a close button (X). It contains a **Namespace:** text box with the value `root\CIMv2` and a **Browse...** button. Below this is a **Query:** text box containing the WQL query: `Select * from Win32_Processor where AddressWidth = '32'`. At the bottom are **OK** and **Cancel** buttons.

- f. Click **OK** to close the [WMI Query](#) window and exit back to the [New WMI Filter](#) window:



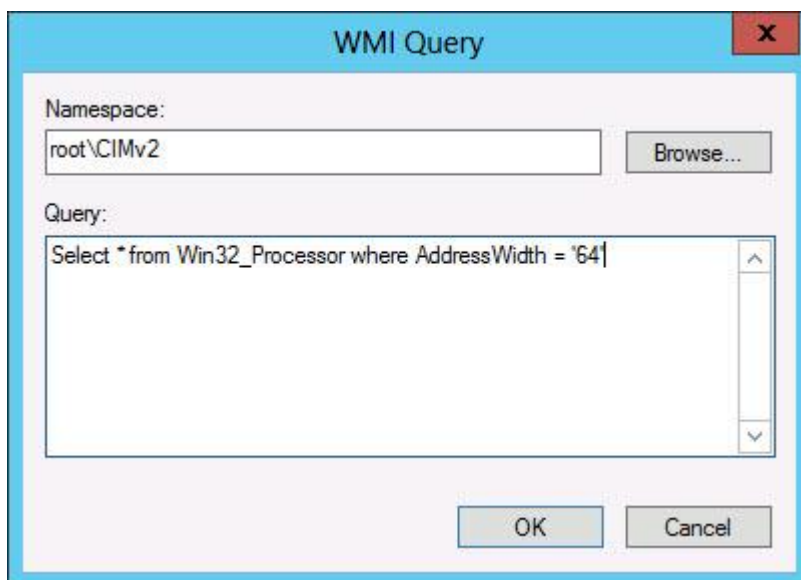
The **New WMI Filter** dialog box has a title bar with a close button (X). It contains a **Name:** text box with the value `x86 Computers` and an empty **Description:** text box. Below these is a **Queries:** section with a table. The table has two columns: **Namespace** and **Query**. It contains one row with the namespace `root\CIMv2` and the query `Select * from 'Win32_Processor where AddressWidth = '32'`. To the right of the table are three buttons: **Add**, **Remove**, and **Edit**. At the bottom are **Save** and **Cancel** buttons.

Namespace	Query
root\CIMv2	Select * from 'Win32_Processor where AddressWidth = '32'

- g. Click **Save** to close the [New WMI Filter](#) window.

Building a WMI Filter for x64 Computers

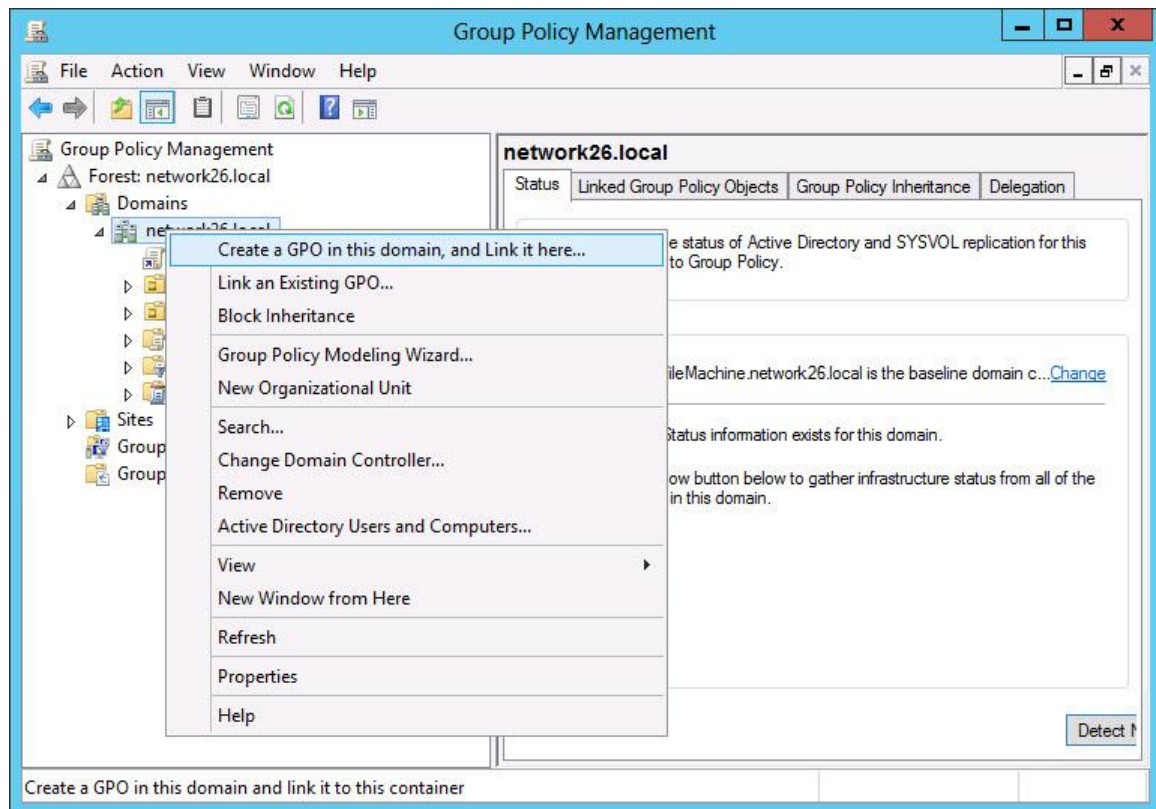
1. Access the **WMI Filters** branch of the **Group Policy Management** tree (click **Start** > **Administrative Tools** > **Group Policy Management** if you are not already working within this tree).
2. In the **Contents** pane on the right-hand side, right-click and select **New...** to display the **New WMI Filter** window. From here:
 - a. Enter the **Name** as **x64 Computers**.
 - b. If required, enter a description for this filter.
 - c. Click **Add** to display the **WMI Query** window.
 - d. Ensure that the **Namespace** is **root\CIMv2**.
 - e. Enter the **Query** as: `Select * from Win32_Processor where AddressWidth = '64'`. This is shown below:



- f. Click **OK** to close the **WMI Query** window.
- g. Click **Save** to close the **New WMI Filter** window.

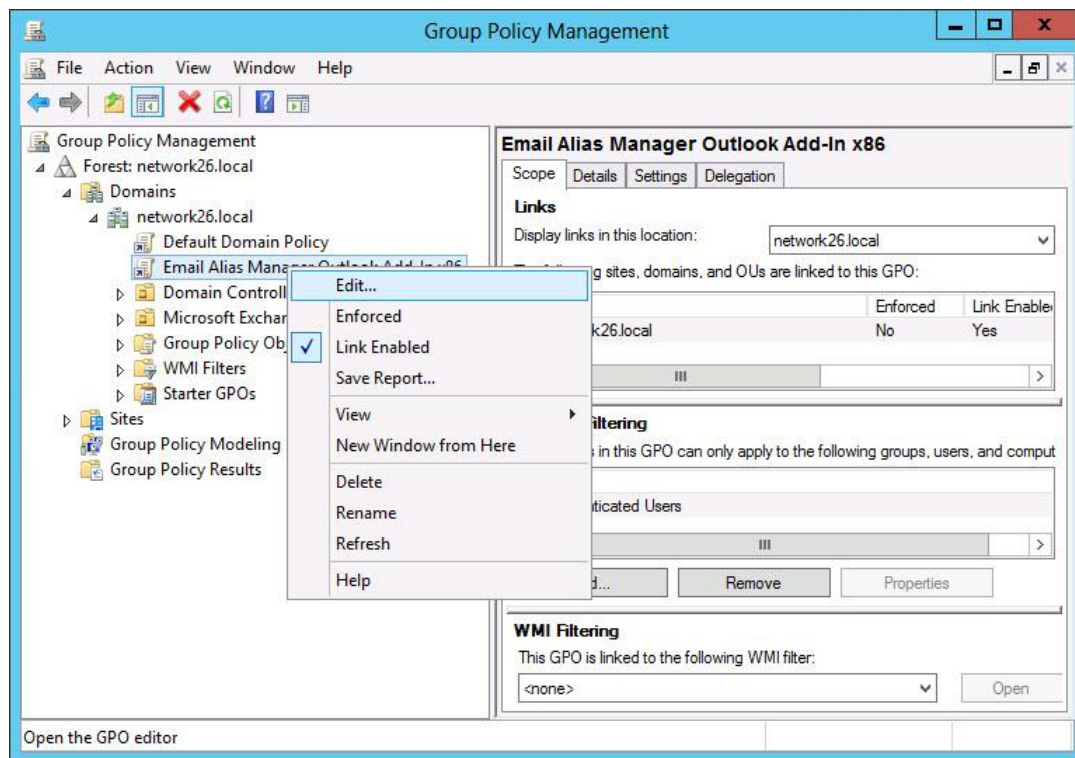
Creating a Group Policy for x86 Computers

1. From the left-hand side of the [Group Policy Management](#) tree, right-click your domain branch (click [Start](#) > [Administrative Tools](#) > [Group Policy Management](#) if you are not already working within this tree).
2. Select [Create a GPO in this domain, and Link it here...](#) as shown below:

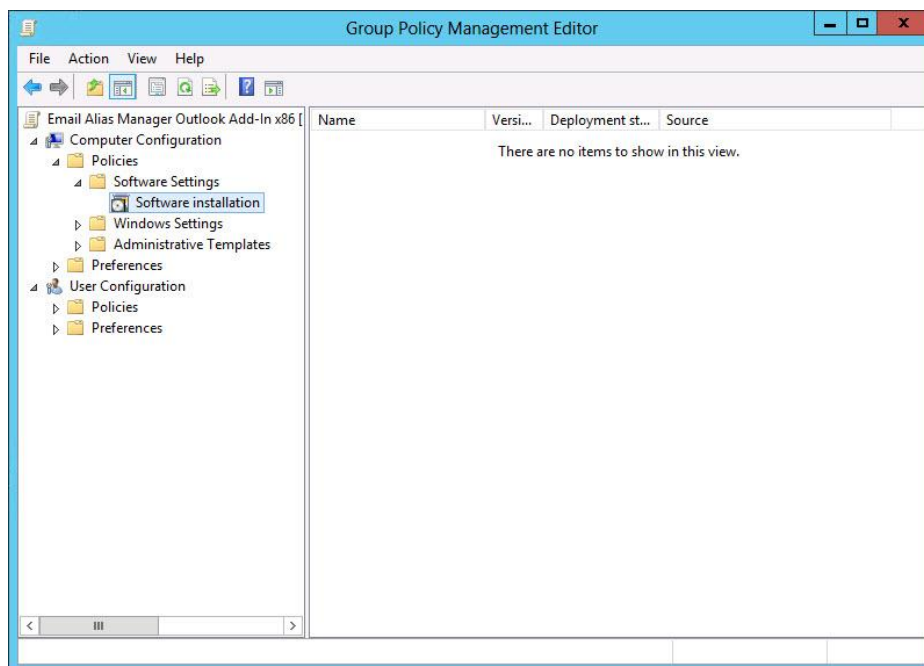


3. The [New GPO](#) dialog is displayed. From here:
 - a. Enter the name as [Email Alias Manager Outlook Add-In x86](#).
 - b. Click [OK](#).

4. A new **Group Policy Object** named **Email Alias Manager Outlook Add-In x86** is now shown in the tree on the left-hand side. Right-click this object and select **Edit...** as shown below:



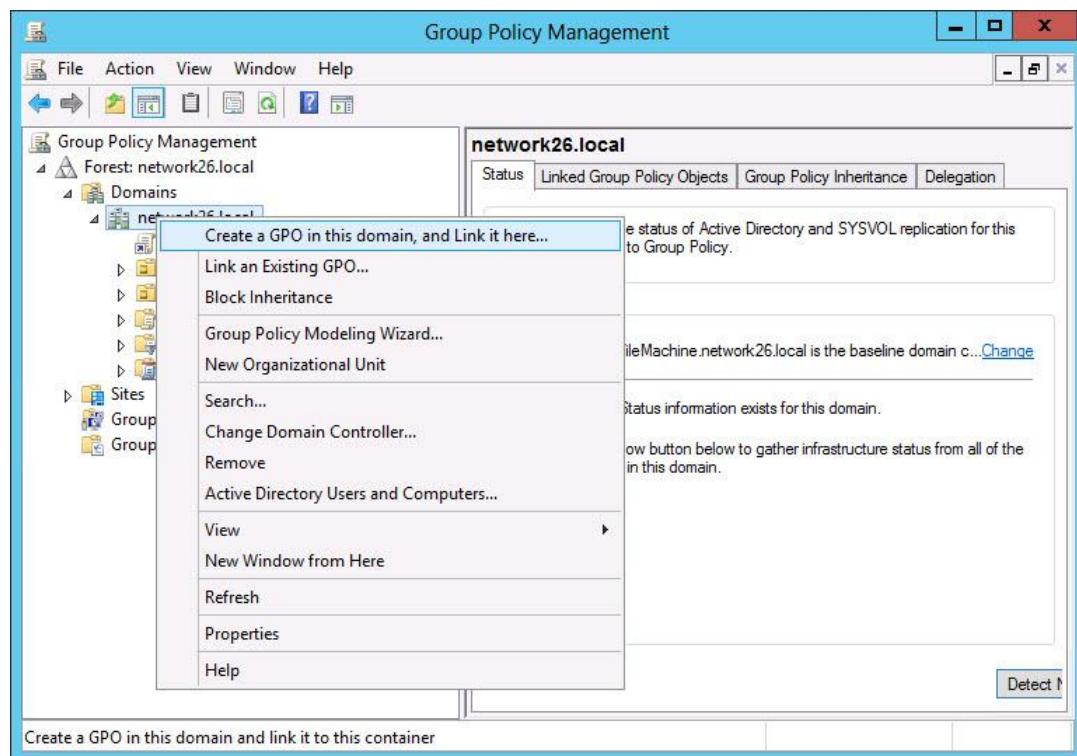
5. From here:
- The **Group Policy Management Editor** window is displayed.
 - From the tree on the left-hand side, expand the **Email Alias Manager Outlook Add-In x86** branch and then drill down to **Computer Configuration > Policies > Software Settings** and select **Software installation**:



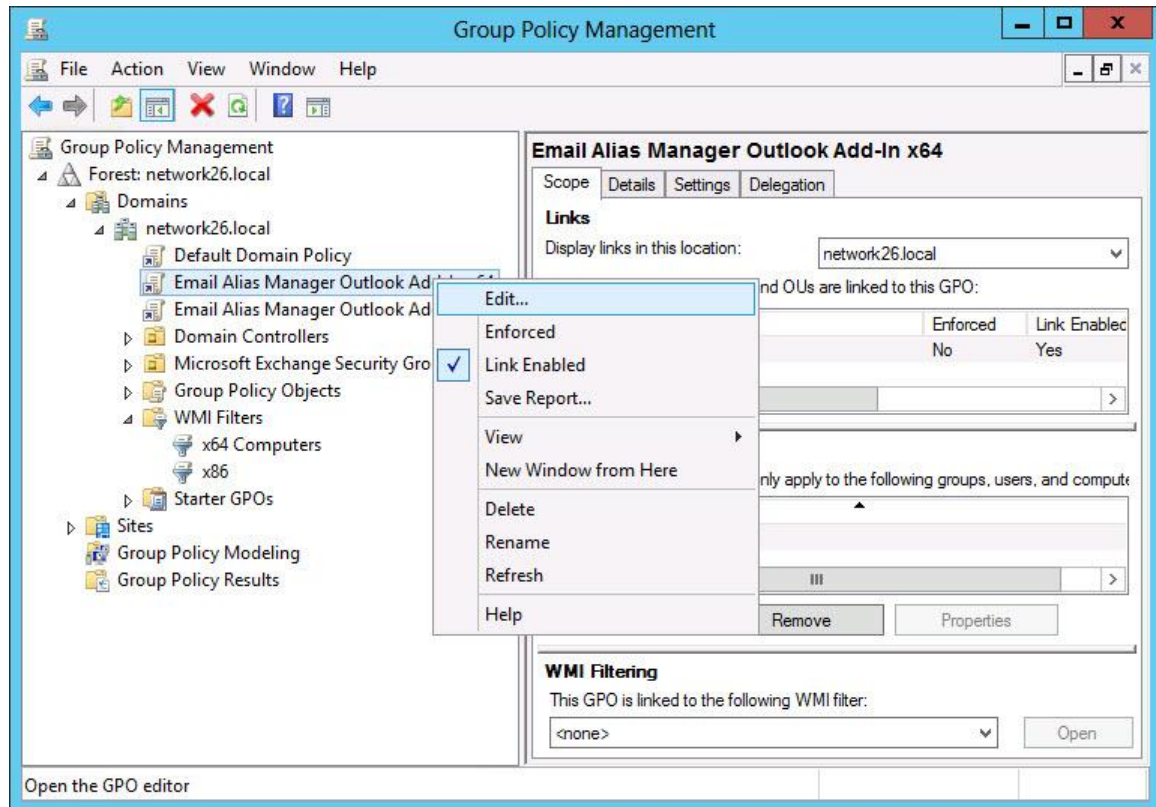
- c. In the pane on the right-hand side, right-click and select **New > Package...** to display the **Open** dialog.
- d. Navigate to the folder which contains installer files for the **Outlook Add-In** and select the **Exclaimer.EmailAliasManager.OutlookAddIn32.msi** file. The file is added to the content area.

Creating a Group Policy for x64 Computers

1. From the left-hand side of the **Group Policy Management** tree, right-click your domain branch (click **Start > Administrative Tools > Group Policy Management** if you are not already working within this tree).
2. Select **Create a GPO in this domain, and Link it here...** as shown below:

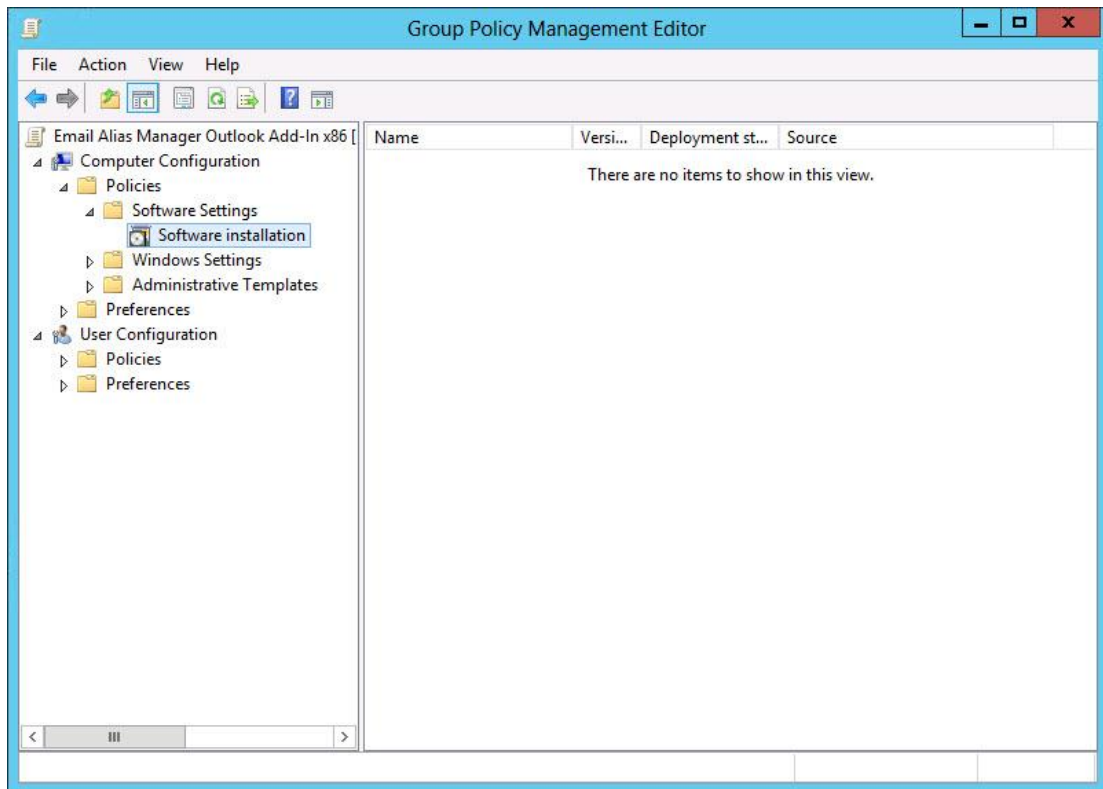


3. The **New GPO** dialog is displayed. From here:
 - a. Enter the name as **Email Alias Manager Outlook Add-In x64**.
 - b. Click **OK**.
4. A new **Group Policy Object** named **Email Alias Manager Outlook Add-In x64** is now shown in the tree on the left-hand side. Right-click this object and select **Edit...** as shown below:



5. From here:

- a. The **Group Policy Management Editor** window is displayed.
- b. From the tree on the left-hand side, expand the **Email Alias Manager Outlook Add-In x64** branch and then drill down to **Computer Configuration > Policies > Software Settings** and select **Software installation**:



- c. In the pane on the right-hand side, right-click and select **New > Package...** to display the **Open** dialog.
 - d. Navigate to the folder which contains installer files for the **Outlook Add-In** and select the **Exclaimer.EmailAliasManager.OutlookAddIn64.msi** file. The file is added to the content area.
6. Close the **Group Policy Management Editor**.

Applying the Group Policy

The [Group Policy](#) is now built and deployed to all computers within your organization. The software will be installed automatically when the [Group Policy](#) is applied (by default every 90 minutes) and the computer is next rebooted. If you wish to force the update to take effect immediately on a particular computer, follow the steps below:

1. Click [Start](#) and then [Run](#).
2. Enter `gpupdate /force` and then click [OK](#).
3. You will be prompted to restart the computer. Enter [Y](#) (Yes) and the computer restarts. The [Exclaimer Email Alias Manager Outlook Add-In](#) is installed when the computer restarts.

Installing the Client-Side Outlook Add-In Via a Logon Script

This method of deployment is useful if you already have a logon script, or if you wish to deploy the Outlook add-in installer to a select number of users for test purposes. For clarity, this process has been documented in three stages:

- [Stage 1: Create new or update existing logon.bat \[pg.25\]](#)
- [Stage 2: Set login.bat as the login script for required users \[pg.26\]](#)
- [Stage 3: Ask users to log out and log back in \[pg.26\]](#)

Stage 1: Create new or update existing logon.bat

If you do not already have a `logon.bat` file, you should create one now. To do this:

1. Open Windows Notepad.
2. Create a file named `logon.bat`.
3. Enter the full UNC path to the Outlook add-in installer file, for example:
`\\Server\Share\Exclaimer.EmailAliasManager.OutlookAddIn.msi`.
4. Save the `logon.bat` file.
5. Copy the `logon.bat` file to your shared `NETLOGON` folder.

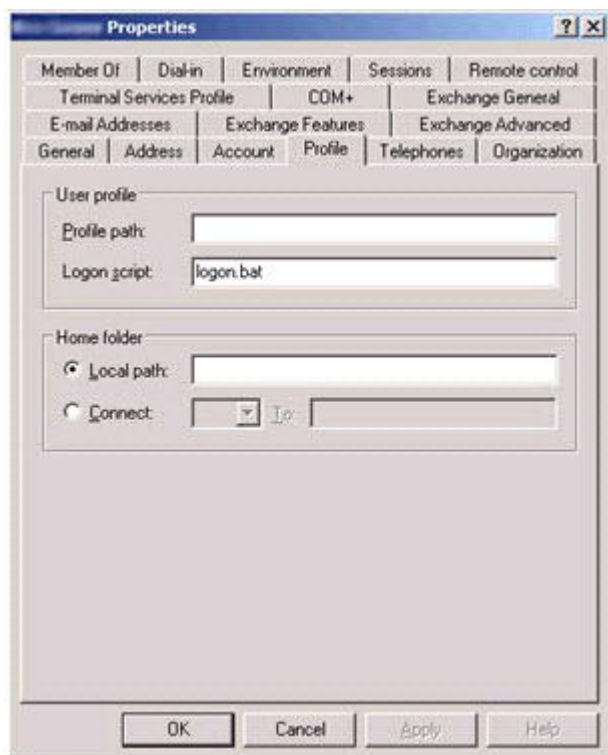
NOTE

If you already have a `logon.bat` file, simply add the full UNC path to the Outlook add-in installer file to it (for example: `\\Server\Share\Exclaimer.EmailAliasManager.OutlookAddIn.msi`) and save it to your shared `NETLOGON` folder.

Stage 2: Set logon.bat as the Logon Script for Required Users

If required, you can set [logon.bat](#) as the login script for each Active Directory user. To do this:

1. Open Microsoft's Active Directory management tool, [Active Directory Users and Computers](#).
2. Locate the required user (in the directory structure).
3. Double-click the user name, or right-click and select [properties](#):



4. Select the appropriate tab, in this case [profile](#).
5. Enter [logon.bat](#) into the [logon script](#) attribute and click [OK](#).

Stage 3: Ask Users to Log Out And Log Back In

Ensure that your users log off and log back on at least once to activate the new login script.

Uninstalling the Outlook add-in

To uninstall the [Outlook add-in](#) on a client PC, use the [uninstall program](#) option in the [Windows control panel](#) to remove the entry named [Exclaimer Email Alias Manager Add-In](#).

Uninstalling the Server-Side Transport Agent and Console

To uninstall the [server-side transport agent](#) and the [Exclaimer Email Alias Manager for Exchange console](#), access the [uninstall program](#) option in the [Windows control panel](#) (on the server where the [Exclaimer Email Alias Manager for Exchange console](#) is installed) and remove the entry named [Email Alias Manager for Exchange](#).

This will uninstall all instances of the software on the server however, the license and user files will remain in the [ProgramData > Exclaimer Ltd > Email Alias Manager](#) folder.

NOTE

The **Exclaimer Email Alias Manager for Exchange** software must be uninstalled before a newer version is installed. Retaining license and user files when the software is uninstalled means that software updates can be installed without affecting current license or user settings.

Chapter 3

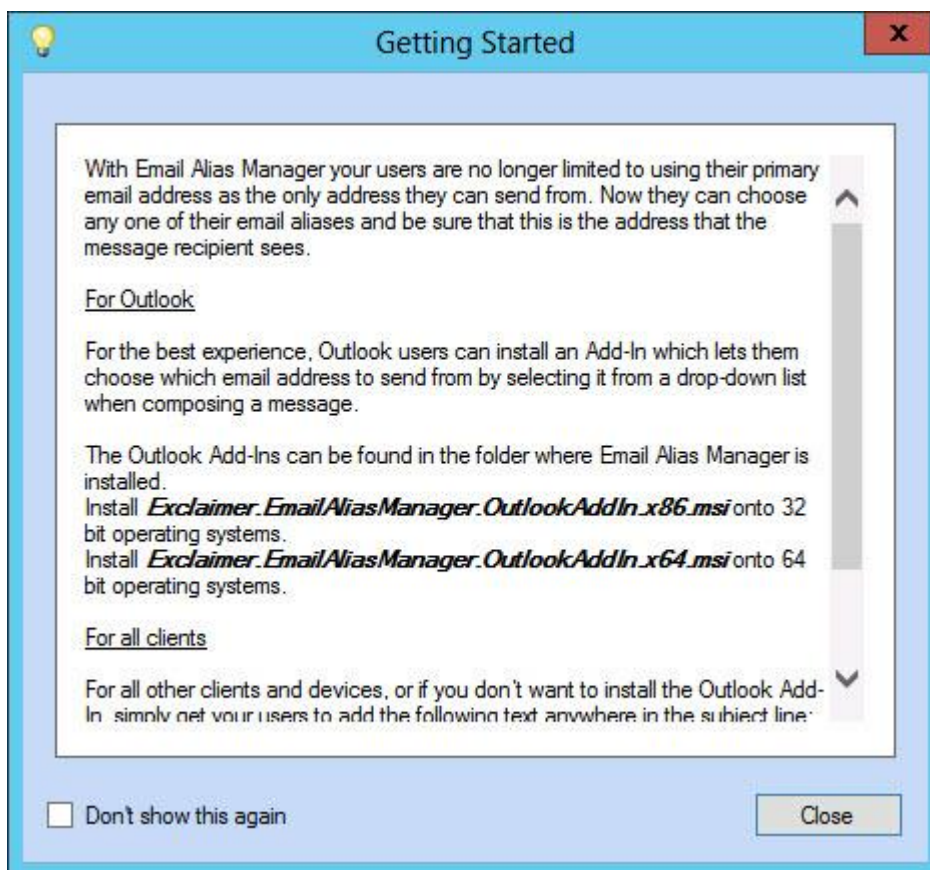
The Exclaimer Alias Manager Console

Exclaimer Email Alias Manager

Introduction

The [Exclaimer Email Alias Manager for Exchange console](#) is installed on Exchange [pg.10] to process aliases - i.e. to retrieve email accounts associated with [Exchange](#) users. Once installed, the console is used to manage product licensing [pg.31] and users [pg.42] .

When you launch the [Exclaimer Email Alias Manager for Exchange console](#), a [getting started](#) window is displayed with a brief summary of usage options:



Click [close](#) to exit and access console options (if you do not wish to view this information in future, select the [don't show this again](#) check box):



License Information

The [license information](#) tab shows any contact details associated with this license, together with product and support status (for example, the number of days remaining for a trial):



Our aim is to get you working with Exclaimer software as quickly as possible, with minimal restrictions. As such, we have implemented a flexible licensing policy. If you have installed the [Exclaimer Email Alias Manager for Exchange console](#) for the first time, you can [register for a 30 day trial](#) [pg.32]. Having completed this trial, you can:

- Use the [extend trial](#) option to view contact details for the Exclaimer sales team and then complete the [Exclaimer licensing wizard](#) [pg.35] once you have been given required details.
- Purchase the product using the [buy now](#) option to access the Exclaimer website, or by [contacting the Exclaimer sales team](#) directly.
- Having purchased the product, you will receive a [product key](#) which must be entered using the [apply license](#) option to access the [Exclaimer licensing wizard](#) [pg.38].

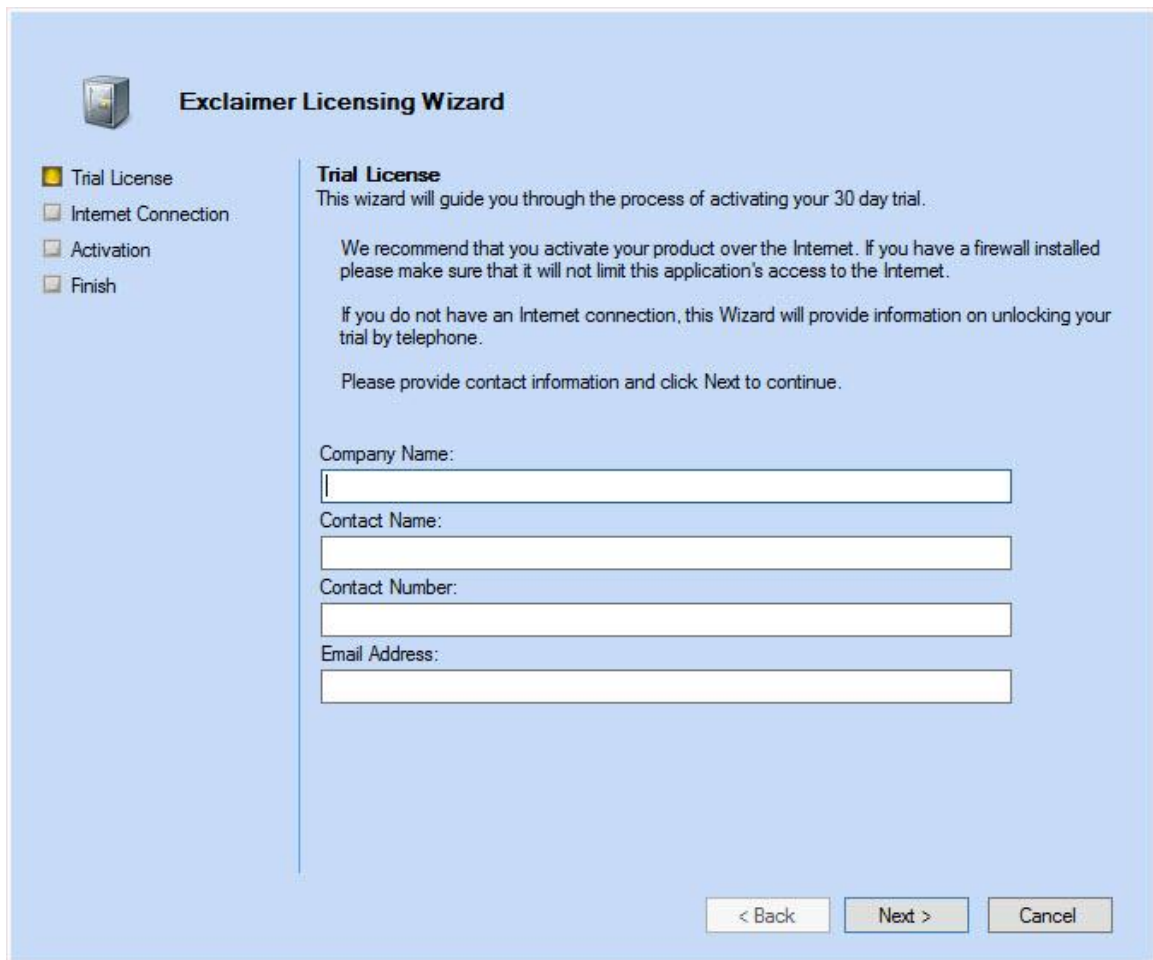
NOTE

Available options on this tab will vary, depending on the type/status of your existing license or trial.

Registering for a Trial

If you install the [Exclaimer Email Alias Manager for Exchange console](#) for the first time and you have not yet [purchased the product](#) [pg.38], you must [register for a 30 day trial](#). To do this, follow the steps below:

1. Open the [Exclaimer Email Alias Manager for Exchange console](#) (this will already be open if you have just completed an [installation](#) [pg.10]).
2. From the [license information](#) tab, click the [register for 30 day trial](#) button to launch the [Exclaimer licensing wizard](#) at the [trial license](#) page:



The image shows a screenshot of the 'Exclaimer Licensing Wizard' window. The title bar reads 'Exclaimer Licensing Wizard'. On the left side, there is a vertical list of steps: 'Trial License' (selected with a yellow square), 'Internet Connection', 'Activation', and 'Finish' (each with an unchecked checkbox). The main area is titled 'Trial License' and contains the following text: 'This wizard will guide you through the process of activating your 30 day trial.' followed by 'We recommend that you activate your product over the Internet. If you have a firewall installed please make sure that it will not limit this application's access to the Internet.' and 'If you do not have an Internet connection, this Wizard will provide information on unlocking your trial by telephone.' Below this, it says 'Please provide contact information and click Next to continue.' There are four input fields: 'Company Name:', 'Contact Name:', 'Contact Number:', and 'Email Address:'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Exclaimer Licensing Wizard

☒ Trial License
☐ Internet Connection
☐ Activation
☐ Finish

Trial License
This wizard will guide you through the process of activating your 30 day trial.

We recommend that you activate your product over the Internet. If you have a firewall installed please make sure that it will not limit this application's access to the Internet.

If you do not have an Internet connection, this Wizard will provide information on unlocking your trial by telephone.

Please provide contact information and click Next to continue.

Company Name:

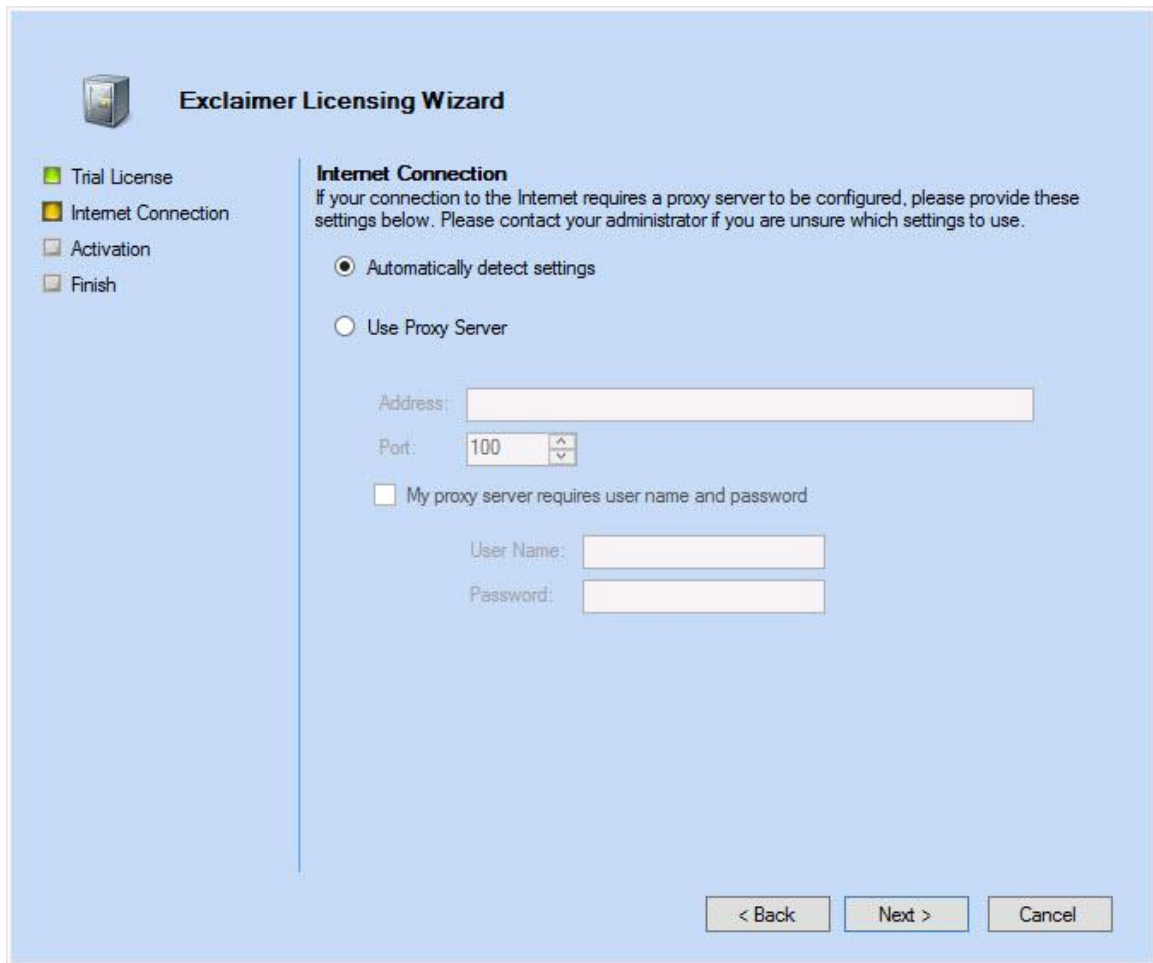
Contact Name:

Contact Number:

Email Address:

< Back Next > Cancel

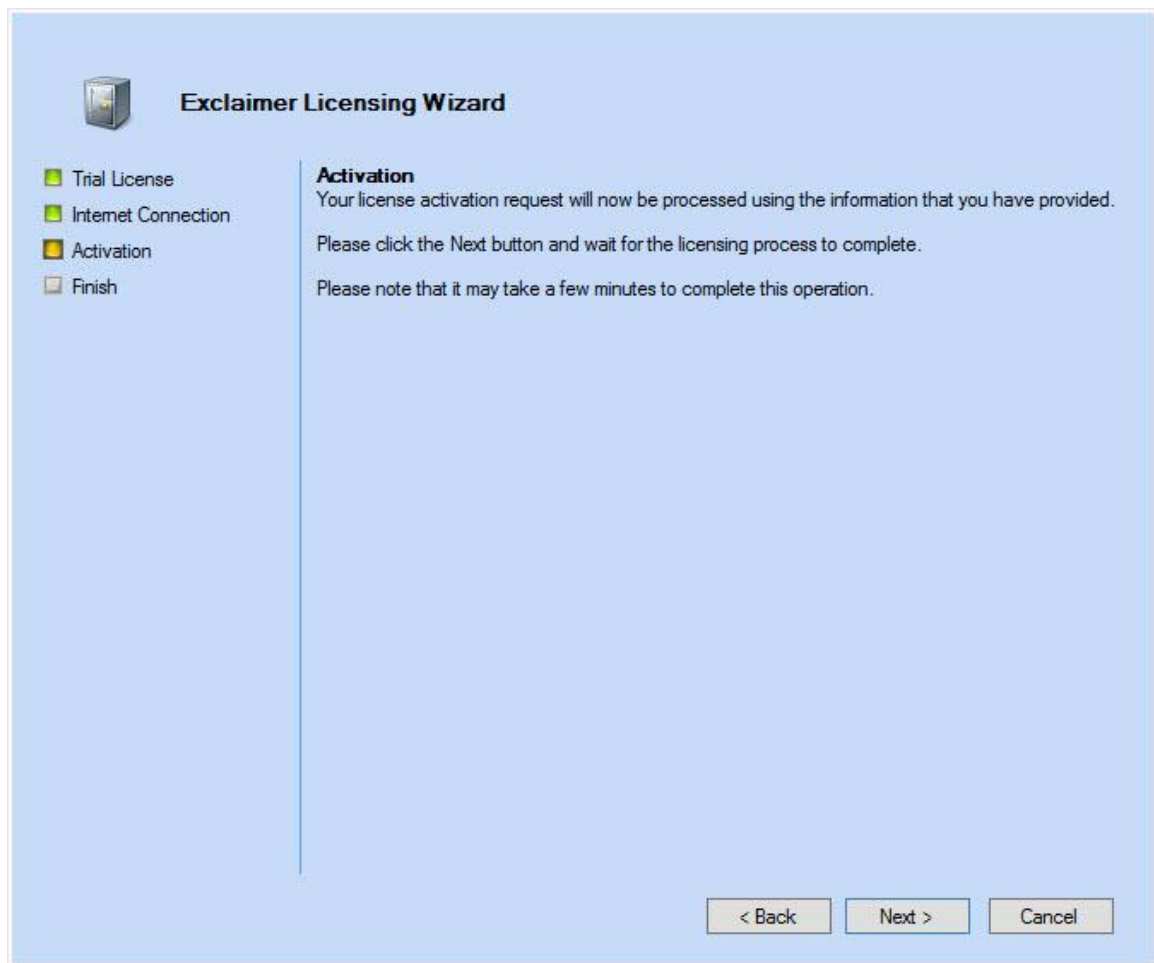
3. Enter your contact details and click [next](#) to confirm [internet connection settings](#):



The screenshot shows the 'Exclaimer Licensing Wizard' window. On the left, there is a vertical list of steps: 'Trial License' (green square), 'Internet Connection' (yellow square), 'Activation' (grey square), and 'Finish' (grey square). The 'Internet Connection' step is currently selected. The main area of the wizard is titled 'Internet Connection' and contains the following text: 'If your connection to the Internet requires a proxy server to be configured, please provide these settings below. Please contact your administrator if you are unsure which settings to use.' Below this text are two radio button options: 'Automatically detect settings' (which is selected) and 'Use Proxy Server'. Under the 'Use Proxy Server' option, there are input fields for 'Address:', 'Port:' (with a spinner box set to 100), and a checkbox labeled 'My proxy server requires user name and password'. If this checkbox is selected, there would be additional input fields for 'User Name:' and 'Password:'. At the bottom right of the wizard, there are three buttons: '< Back', 'Next >', and 'Cancel'.

4. Typically, your connection settings will be detected automatically however, if you have a more complex setup and require a proxy server to access the Internet, click the [use proxy server](#) option and enter required details.

5. Click [next](#) to start the activation process for your trial:

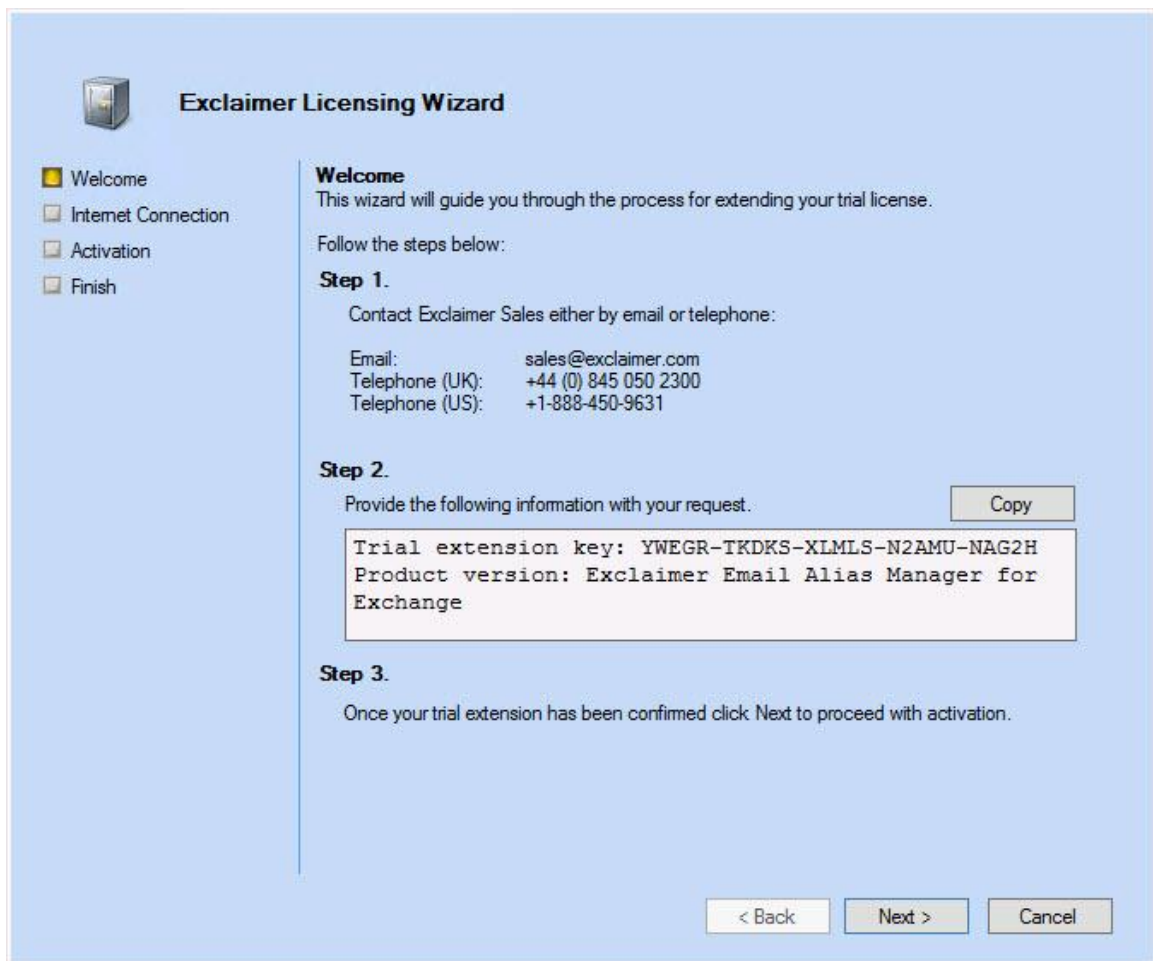


Once the activation is confirmed, click [finish](#) to exit back to the [Exclaimer Email Alias Manager for Exchange console](#). The product is now activated for 30 days; if you wish to continue using the product after this time you must either [extend your trial \[pg.35\]](#) or [purchase a license \[pg.38\]](#).

Extending a Trial

If you have installed the [Exclaimer Email Alias Manager for Exchange console](#) for the first time, you can [register for a 30 day trial](#) [pg.32]. If you complete this trial and require some more time before choosing whether or not to purchase the product, you can request an extended trial period. To do this, follow the steps below:

1. Open the [Exclaimer Email Alias Manager for Exchange console](#).
2. From the [license information](#) tab, click the [extend trial](#) button to launch the [Exclaimer licensing wizard](#) at the [welcome](#) page:



The image shows the 'Exclaimer Licensing Wizard' window. On the left is a sidebar with four steps: 'Welcome' (selected with a yellow square), 'Internet Connection', 'Activation', and 'Finish'. The main area is titled 'Exclaimer Licensing Wizard' and contains the following text:

Welcome
This wizard will guide you through the process for extending your trial license.
Follow the steps below:

Step 1.
Contact Exclaimer Sales either by email or telephone:

Email:	<code>sales@exclaimer.com</code>
Telephone (UK):	<code>+44 (0) 845 050 2300</code>
Telephone (US):	<code>+1-888-450-9631</code>

Step 2.
Provide the following information with your request. Copy

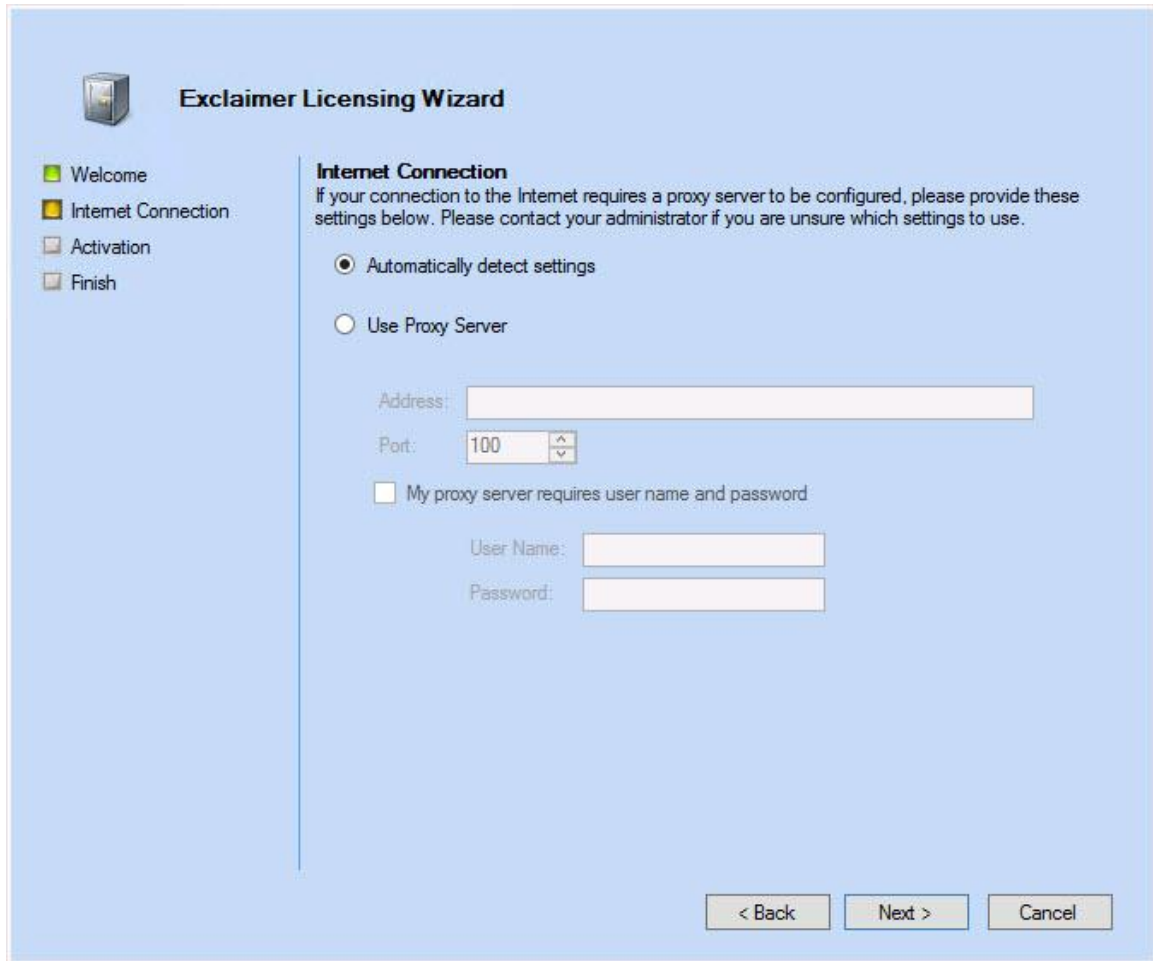
`Trial extension key: YWEGR-TKDKS-XLMLS-N2AMU-NAG2H
Product version: Exclaimer Email Alias Manager for Exchange`

Step 3.
Once your trial extension has been confirmed click Next to proceed with activation.

At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

3. Use details provided at the top of this page to contact the Exclaimer sales team. If you choose to email Exclaimer, please copy and paste license details provided into your email (you can use the [copy](#) button to copy required details).

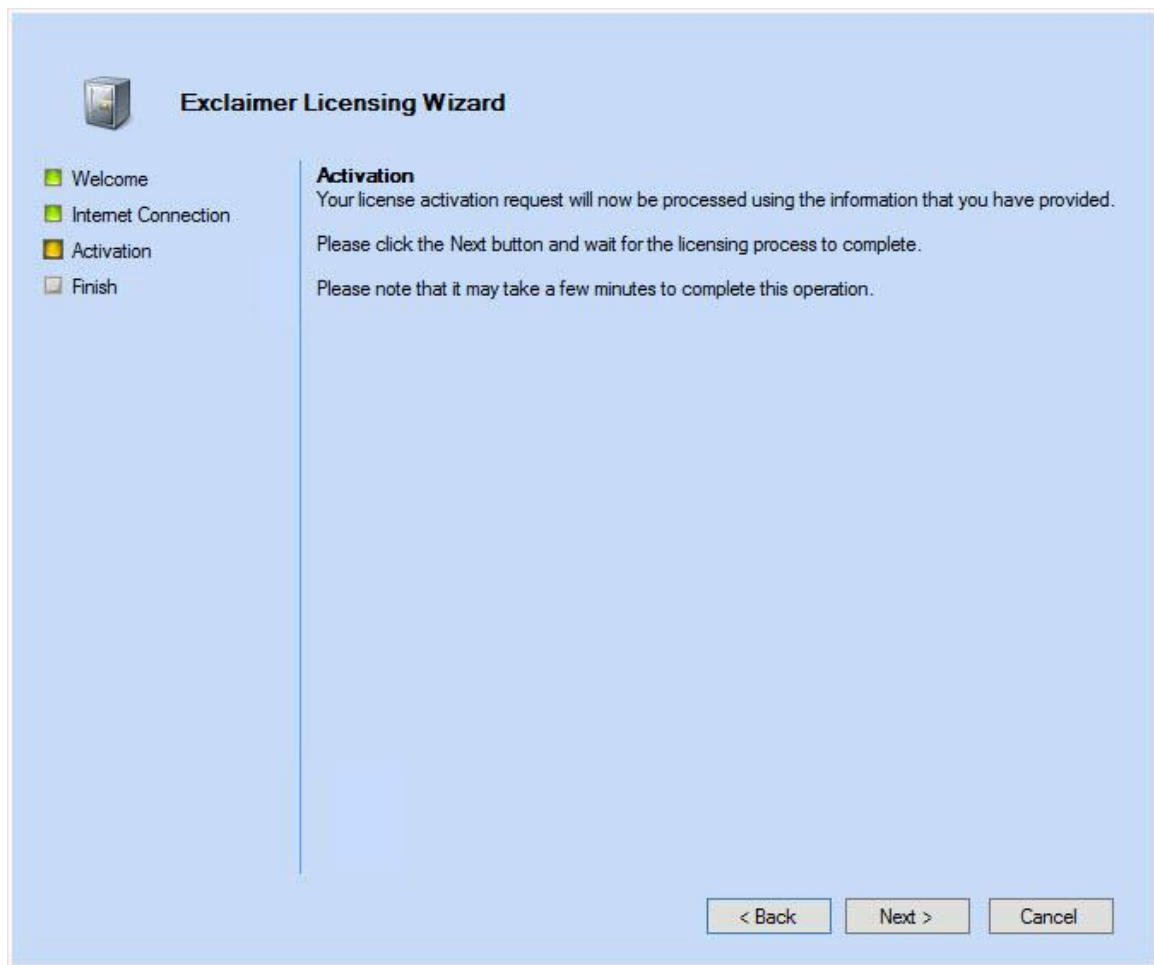
4. When your extension is confirmed by the Exclaimer sales team, click [next](#) to confirm [internet connection settings](#):



The image shows a screenshot of the 'Exclaimer Licensing Wizard' window. On the left, there is a vertical list of steps: 'Welcome' (green square), 'Internet Connection' (yellow square), 'Activation' (grey square), and 'Finish' (grey square). The 'Internet Connection' step is currently selected. The main area of the window is titled 'Internet Connection' and contains the following text: 'If your connection to the Internet requires a proxy server to be configured, please provide these settings below. Please contact your administrator if you are unsure which settings to use.' Below this text are two radio button options: 'Automatically detect settings' (which is selected) and 'Use Proxy Server'. Under the 'Use Proxy Server' option, there are input fields for 'Address:', 'Port:' (with a dropdown menu showing '100'), and a checkbox labeled 'My proxy server requires user name and password'. If this checkbox is checked, there would be additional input fields for 'User Name:' and 'Password:'. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

5. Typically, your connection settings will be detected automatically however, if you have a more complex setup and require a proxy server to access the Internet, click the [use proxy server](#) option and enter required details.

6. Click [next](#) to start the activation process for your trial extension:

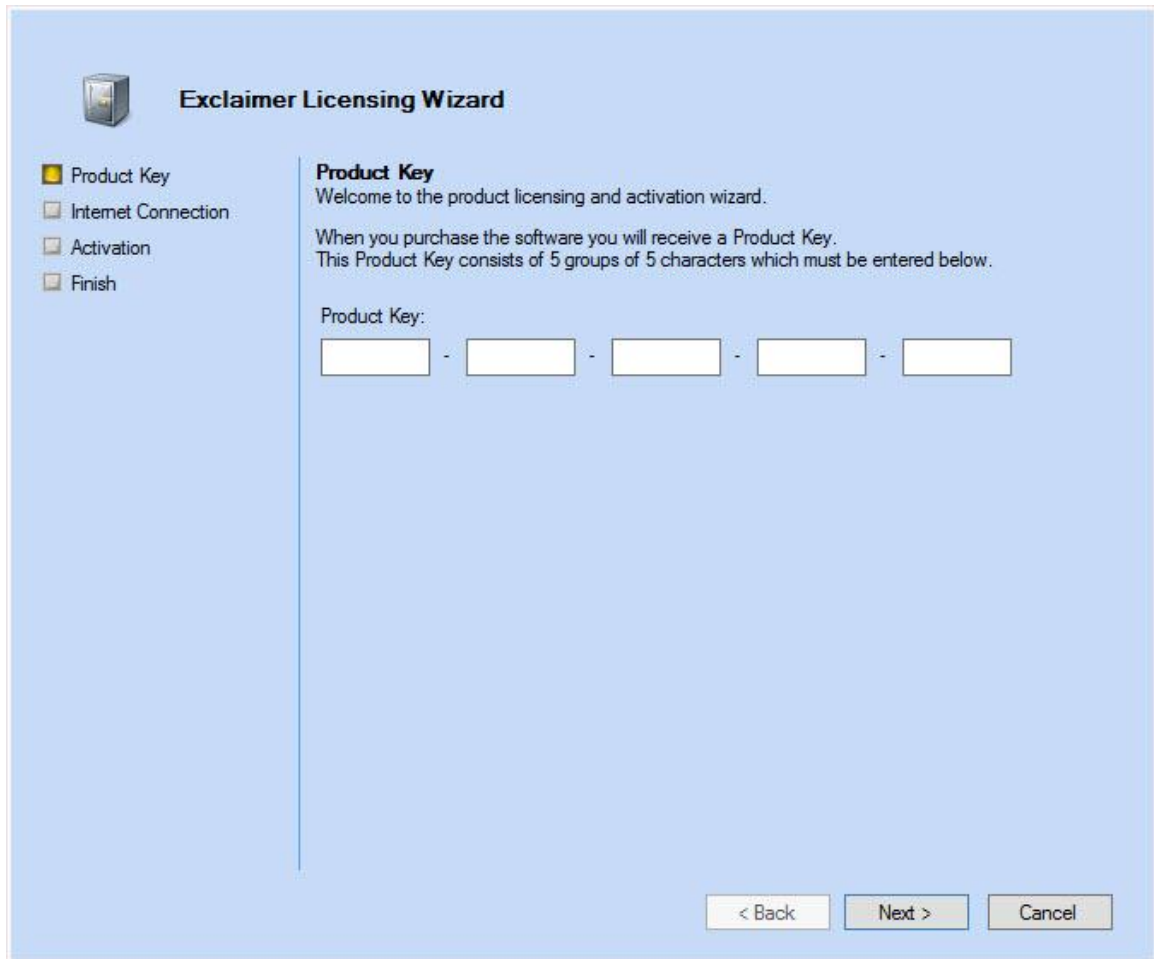


Once the activation is confirmed, click [finish](#) to exit back to the [Exclaimer Email Alias Manager for Exchange console](#).

Applying Your License

Having purchased [Exclaimer Email Alias Manager for Exchange](#), you will receive a [product key](#). To activate the product, this key must be entered into the [Exclaimer licensing wizard](#) - to do this, follow the steps below:

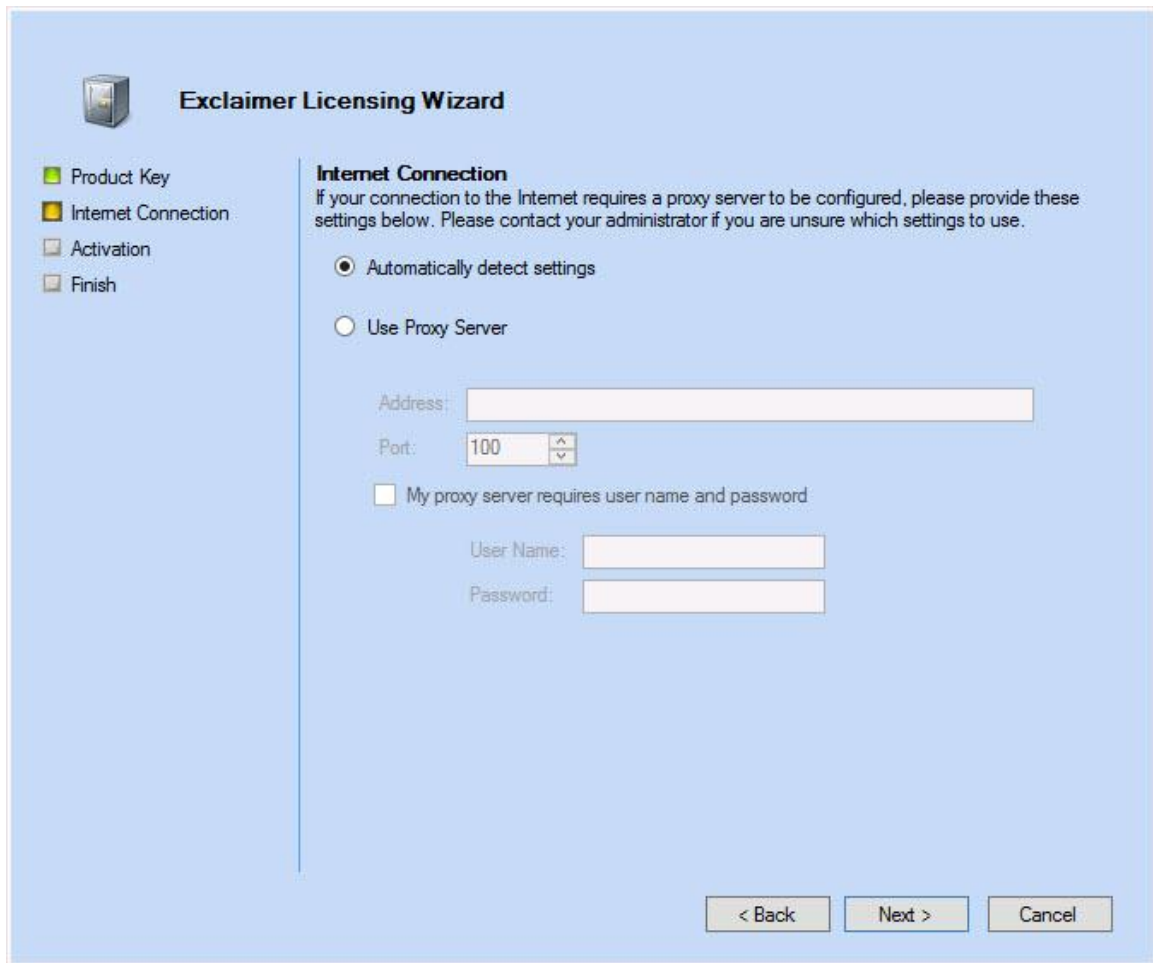
1. Open the [Exclaimer Email Alias Manager for Exchange](#) console.
2. From the [license information](#) tab, click the [apply license](#) button to launch the [Exclaimer licensing wizard](#) at the [product key](#) page:



The image shows a screenshot of the 'Exclaimer Licensing Wizard' window. The title bar reads 'Exclaimer Licensing Wizard'. On the left side, there is a vertical list of steps: 'Product Key' (highlighted with a yellow square), 'Internet Connection', 'Activation', and 'Finish'. The main area of the wizard is titled 'Product Key' and contains the following text: 'Welcome to the product licensing and activation wizard.' followed by 'When you purchase the software you will receive a Product Key. This Product Key consists of 5 groups of 5 characters which must be entered below.' Below this text, there is a label 'Product Key:' followed by five empty text boxes, each preceded by a hyphen. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

3. Enter the product key that you have been given - the key is in the form of five blocks of five characters and must be entered in this way.

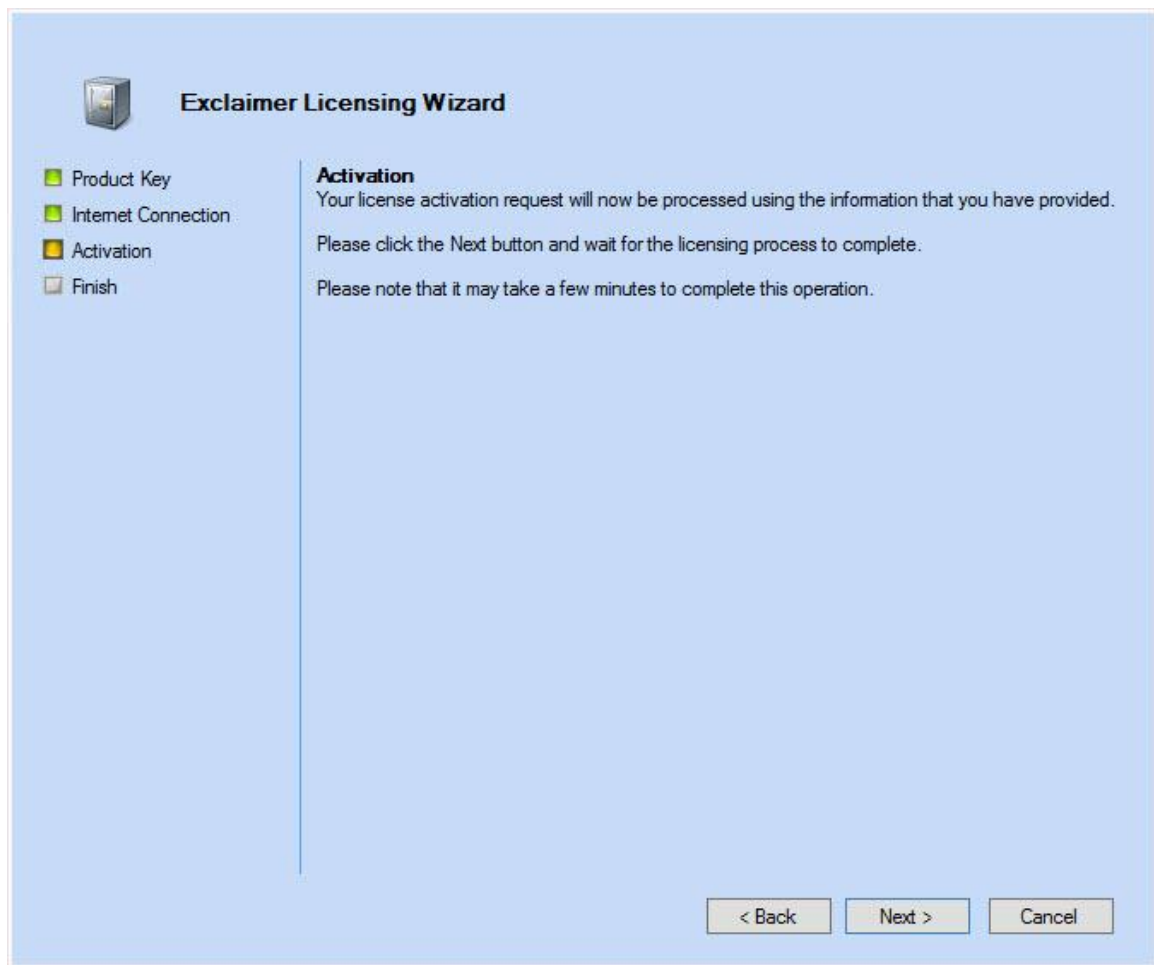
4. Click [next](#) to confirm [internet connection settings](#):



The screenshot shows the 'Exclaimer Licensing Wizard' window. On the left, a vertical list of steps is shown: 'Product Key' (green square), 'Internet Connection' (yellow square), 'Activation' (grey square), and 'Finish' (grey square). The 'Internet Connection' step is highlighted. The main area is titled 'Internet Connection' and contains the following text: 'If your connection to the Internet requires a proxy server to be configured, please provide these settings below. Please contact your administrator if you are unsure which settings to use.' There are two radio button options: 'Automatically detect settings' (selected) and 'Use Proxy Server'. Below these are input fields for 'Address:' (a text box), 'Port:' (a spinner box set to 100), and a checkbox labeled 'My proxy server requires user name and password'. If this checkbox is selected, there would be 'User Name:' and 'Password:' text boxes. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

5. Typically, your connection settings will be detected automatically however, if you have a more complex setup and require a proxy server to access the Internet, click the [use proxy server](#) option and enter required details.

6. Click [next](#) to start the activation process for the product:



Once the activation is confirmed, click [finish](#) to exit back to the [Exclaimer Email Alias Manager for Exchange console](#).

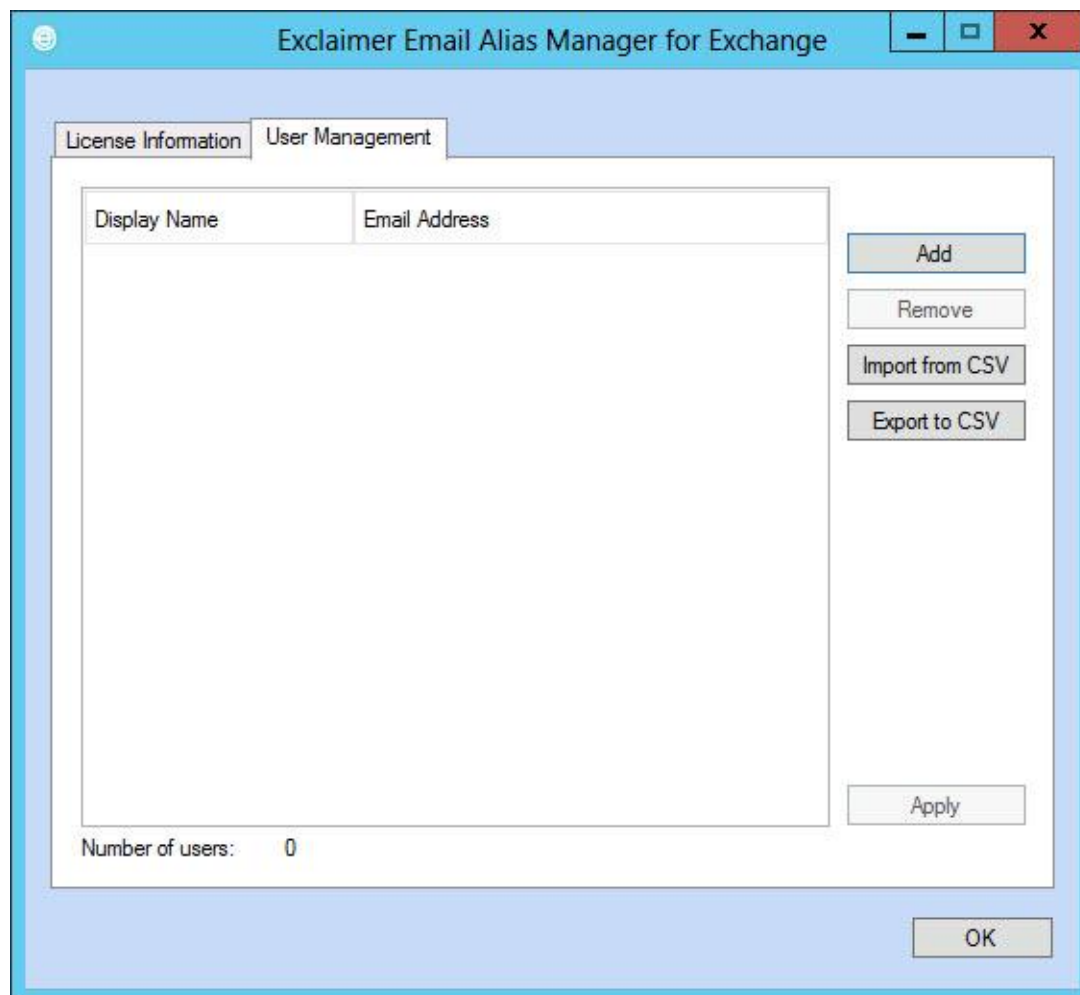
Chapter 4

User Management

User Management Introduction

When the [Outlook add-in](#) is [installed on a client PC](#) [pg.13] and the logged in user has been [added](#) [pg.44] to the [Exclaimer Email Alias Manager for Exchange console](#), a [send as](#) drop-down list will be available at the bottom of the new email window when the user [composes a new message in Outlook](#) [pg.53].

This list shows any aliases that the current user has permission to use when sending an email. It is populated from the email list on [Exchange](#), so users will automatically see any aliases that they have permission to use. If you have registered for a trial or applied a full license, all users are processed by default, therefore this happens automatically (in this instance, you will not see the [user management](#) option). However, if you have applied a limited-user license, you will need to [add](#) [pg.44] or [import](#) [pg.47] users first. This is done via the [user management](#) tab:



NOTE

It should be noted that the drop-down list in **Outlook** is populated with **Exchange** aliases, even if a user is not on the licensed user list within **Exclaimer Email Alias Manager for Exchange**. However, any emails that these users send using an alias will be sent from their default **SMTP** address.

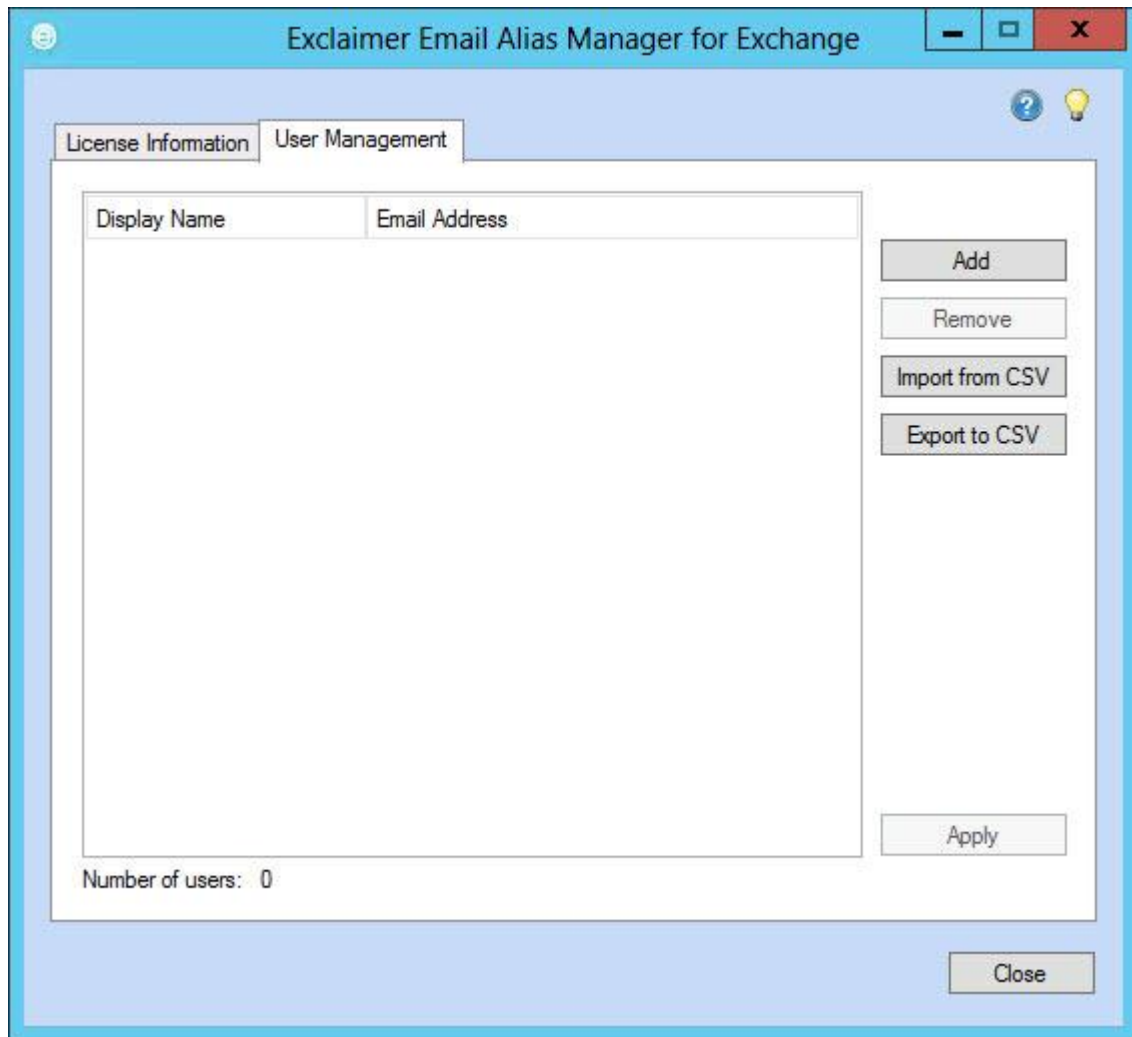
From the [user management](#) tab, you can:

- Add users via the [add \[pg.44\]](#) option
- Remove one or more users via the [remove \[pg.46\]](#) option
- Import details for multiple users via the [import from CSV \[pg.47\]](#) option
- Export details for existing users via the [export to CSV \[pg.49\]](#) option

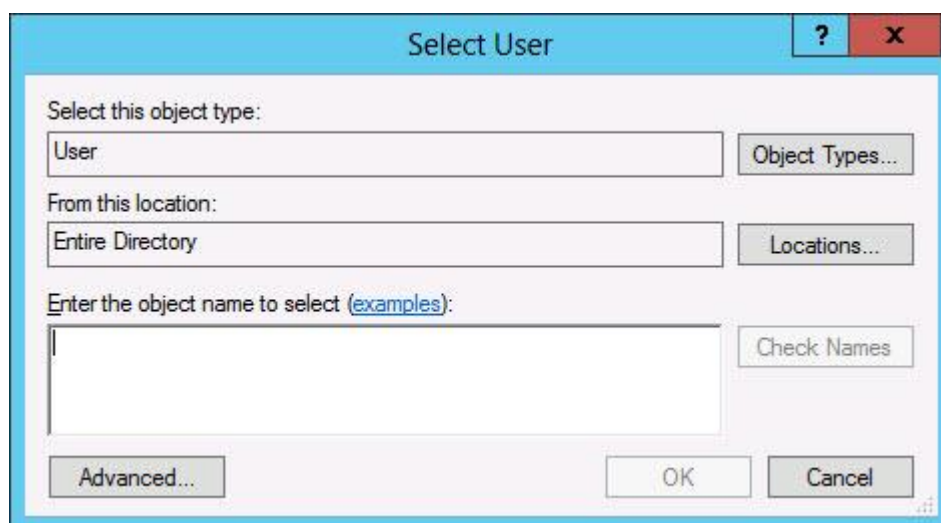
Adding Users

To add one or more users to the [Exclaimer Email Alias Manager for Exchange console](#), follow the steps below:

1. Open the [Exclaimer Email Alias Manager for Exchange console](#) and select the [user management](#) tab:



2. Click the [add](#) button to open the [select user](#) window:



3. Use options in this window to select the required user, bearing in mind:
 - Typically, the [object type](#) should be left as the default setting of [user](#)
 - You can search the default [entire directory](#) or click the [locations](#) button to refine the search
 - The full user name must be provided in the [object name](#) field - e.g. [Karen Green](#). If you are not sure about a name, enter as much as you know and click the [check names](#) button to view a list of possible selections.
 - It does not matter if you specify the required user name in upper, lower or mixed case.
 - You can also use the [check names](#) button to verify a full name that you have entered.
 - If required, use the [advanced](#) button to define a more detailed search query.
 - Multiple users can be added to the console at a time using this method. If required, you can also use the [import CSV](#) [\[pg.47\]](#) option.
4. Click [OK](#) to exit back to the [user management](#) window, where the new user is displayed.
5. Click [apply](#) to confirm your actions.

If this user has [installed the Outlook add-in](#) [\[pg.13\]](#) on their computer, they will see the [send-as](#) selection list at the bottom of the message [compose](#) window next time they start [Outlook](#) and choose to create a new email message (or when they reply/forward a message).

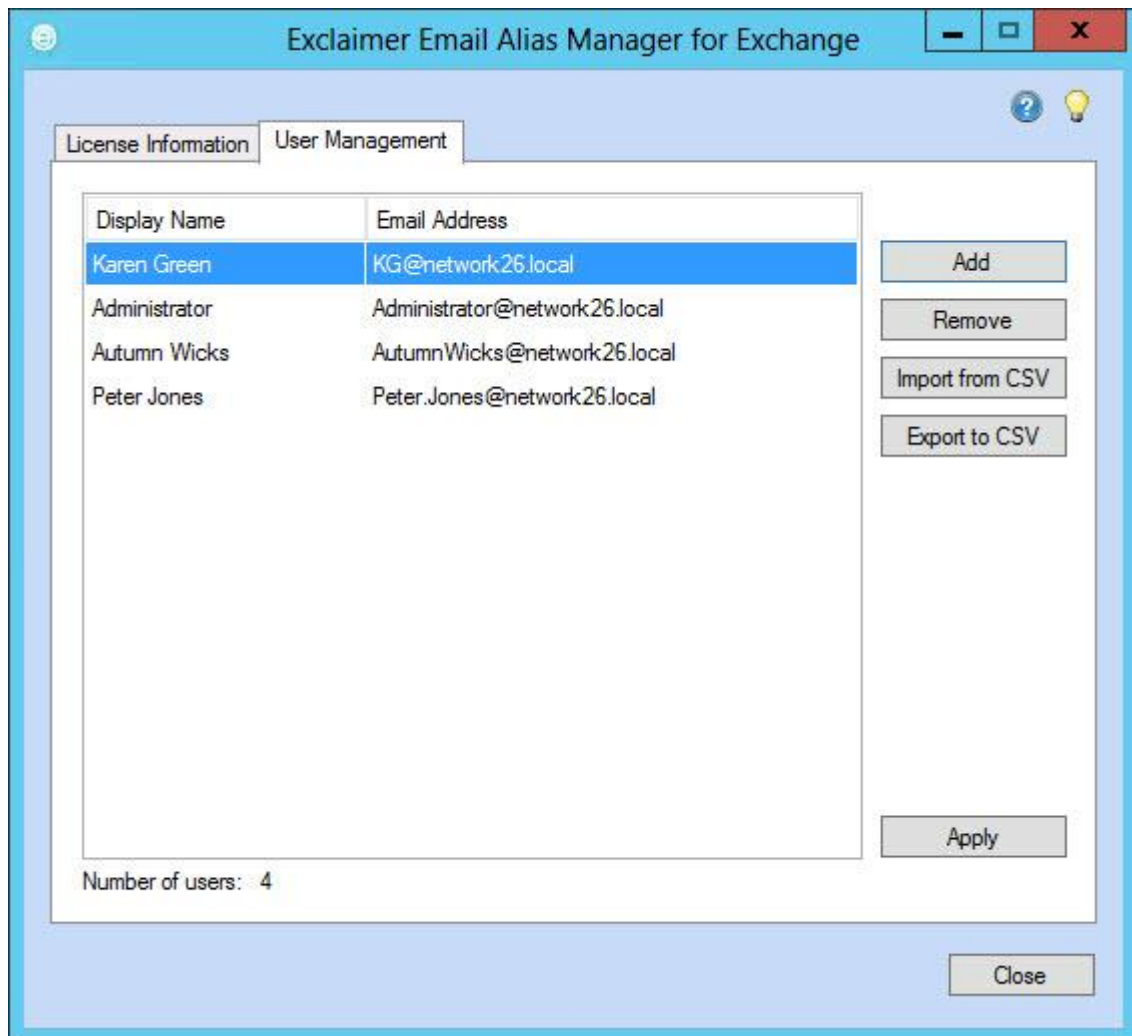
NOTE

If your product has a limited-user license, required users must be added or imported to **Exclaimer Email Alias Manager**. If users have installed the **Outlook add-in** but have **not** been added to the user list within **Exclaimer Email Alias Manager**, the drop-down list in **Outlook** is still populated with **Exchange** aliases but any emails that these users send using an alias will be sent from their default **SMTP** address. If your product is registered for a trial, or if an unlimited license has been applied, all users are processed automatically.

Removing Users

To remove a user from the [Exclaimer Email Alias Manager for Exchange console](#), follow steps below:

1. Open the [Exclaimer Email Alias Manager for Exchange console](#) and select the [user management](#) tab:



2. Click the name of the user that you wish to remove. You can select a single name, or multiple entries:
 - CTRL + Click multiple (non-contiguous) names
 - SHIFT + Click multiple (contiguous) names
3. Click [remove](#) to delete selected users.
4. Click [apply](#) to confirm your actions.

NOTE

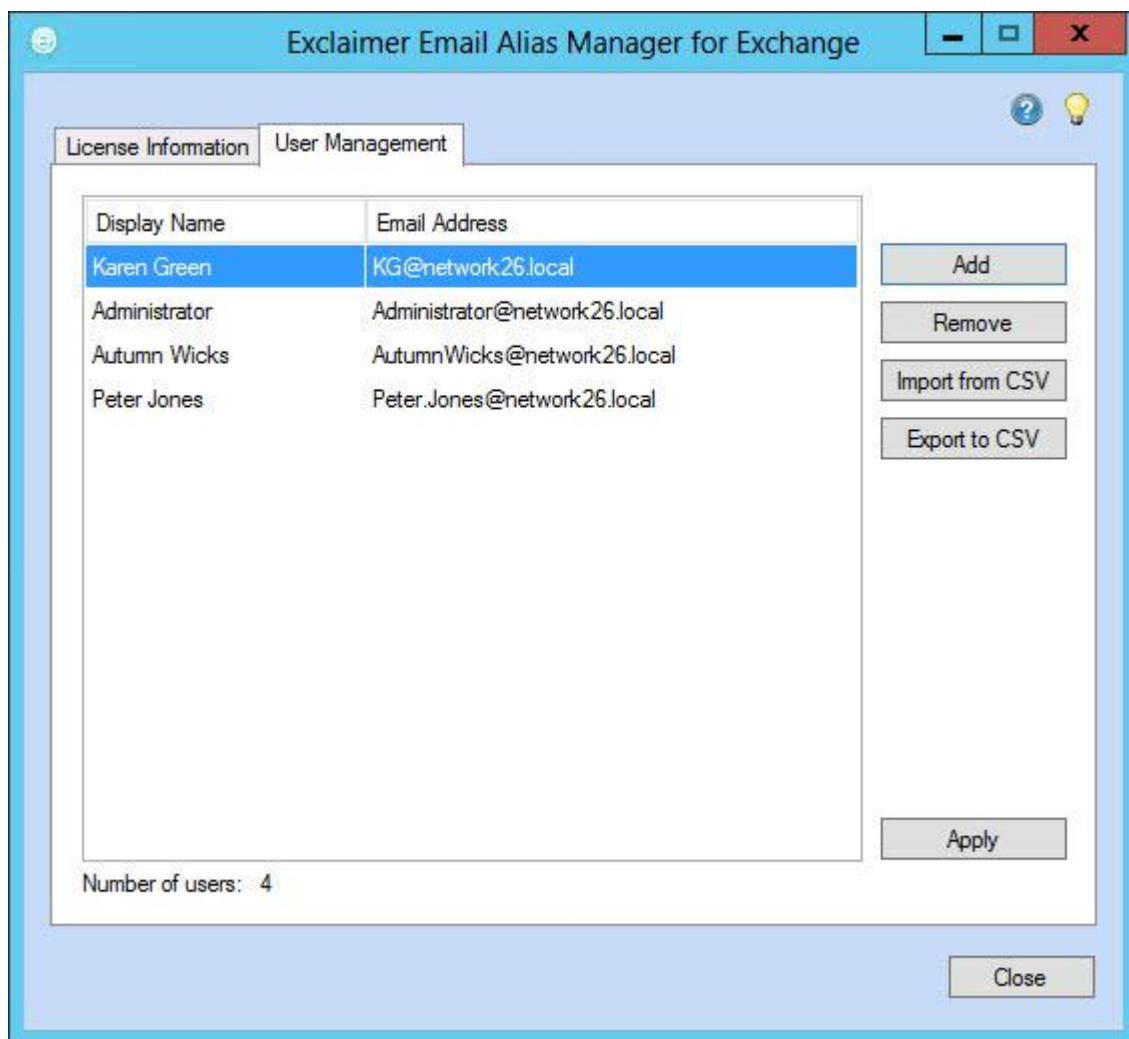
When a user is removed from the **Exclaimer Email Alias Manager for Exchange console**, the **send-as** selection list will still contain their associated email aliases however, these will not be processed. If a deleted user attempts to send an email using an alias from this list, then the email will be delivered from the user's default **SMTP** address.

Importing Multiple Users

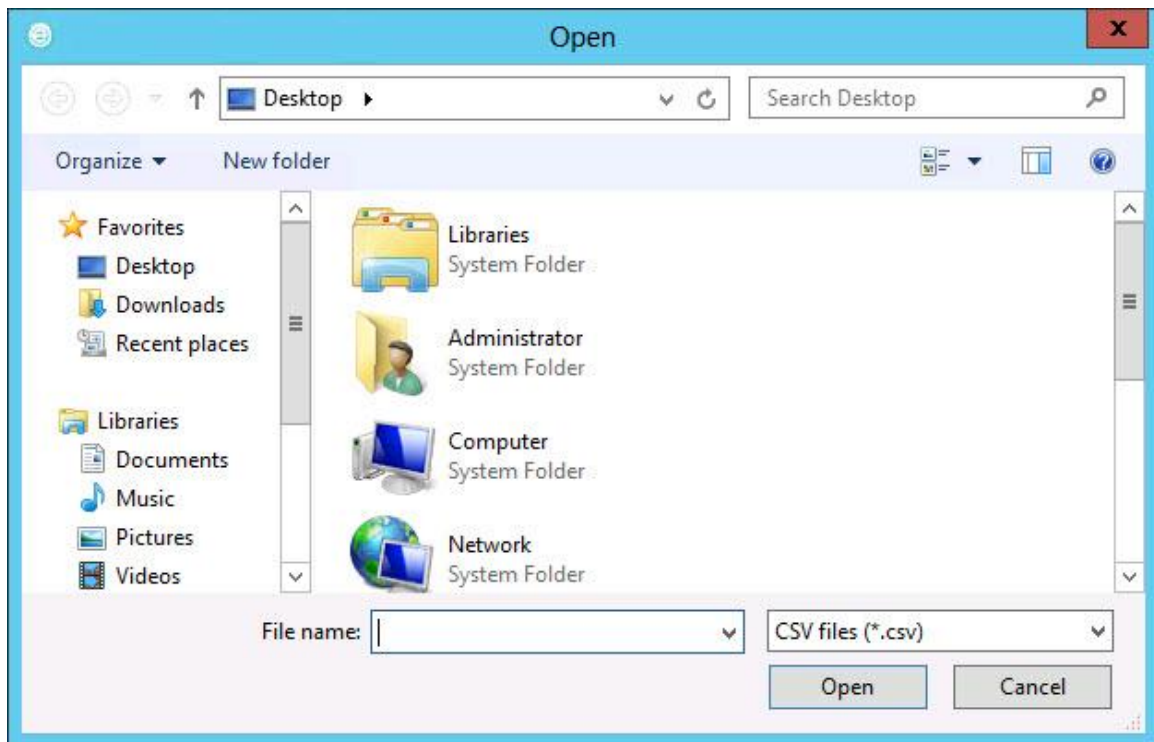
If required, a CSV file containing all required users can be imported into the [Exclaimer Email Alias Manager for Exchange console](#). When an import is completed in this way, any existing users are retained (and updated if applicable) and any new users are added.

To import users, ensure that a [valid CSV file \[pg.48\]](#) is available on a local or network drive and that it contains all required users. Then, follow the steps below:

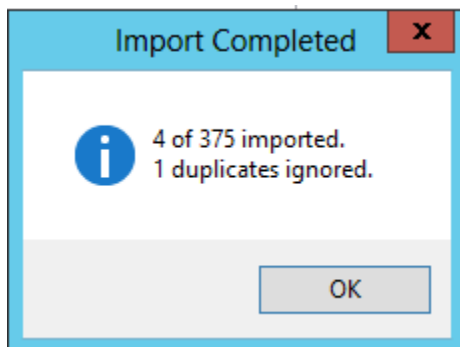
1. Open the [Exclaimer Email Alias Manager for Exchange console](#) and select the [user management](#) tab:



2. Click the [import from CSV](#) button to display the [open](#) window:



3. Navigate drives and folders to locate the required [CSV](#) file.
4. Having selected the required file, click [open](#) to perform the import and return to the [Exclaimer Email Alias Manager for Exchange console](#). Once the import is complete, confirmation is displayed so you can see the number of imported users and the number of duplicate entries which were ignored:



5. Click [OK](#).
6. Click [apply](#) to confirm your actions.

About the CSV File

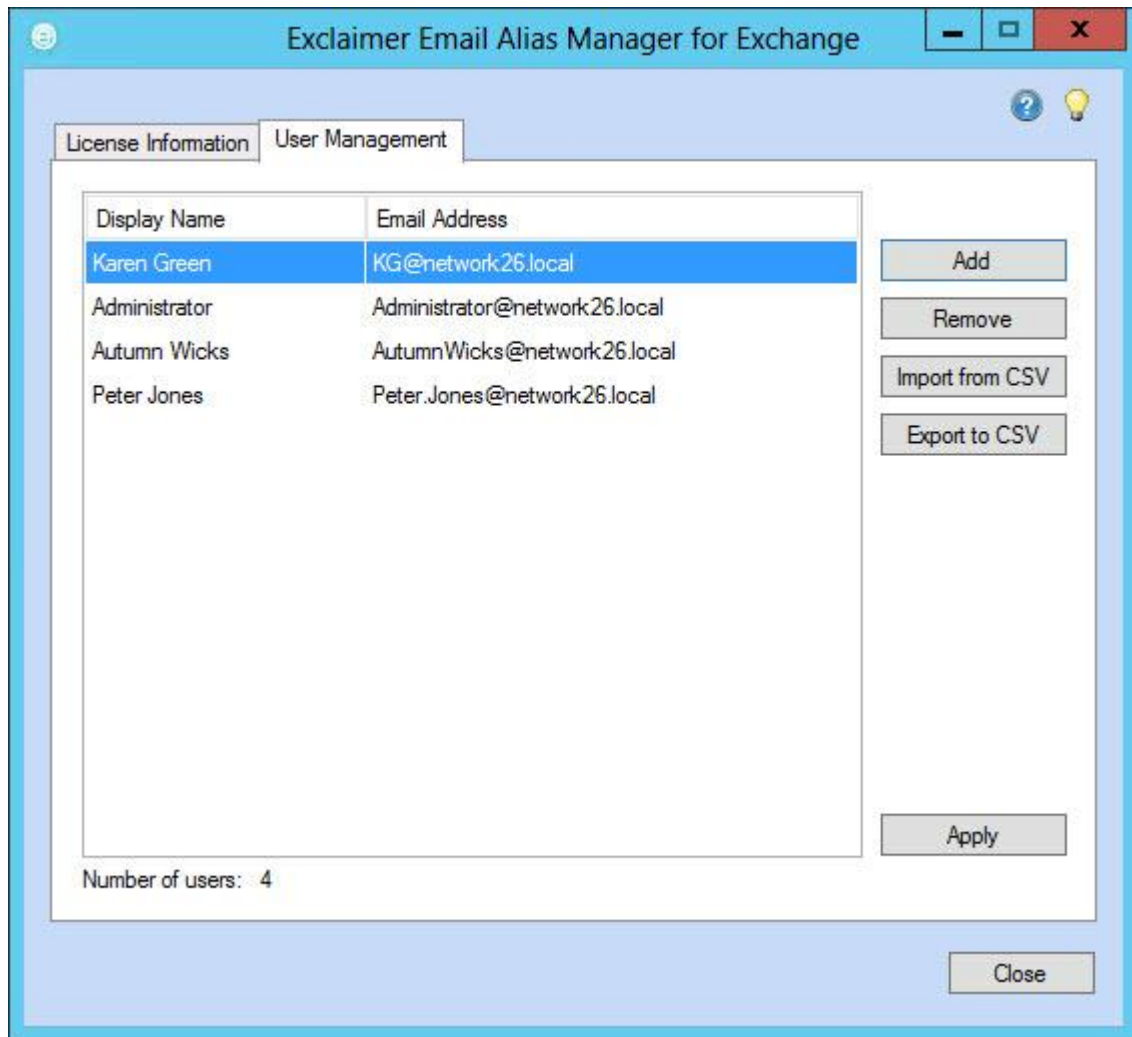
A valid [CSV](#) file should contain one line for each user. For each entry, just the default [SMTP](#) email address is required. For example:

Peter.Jones@network26.local

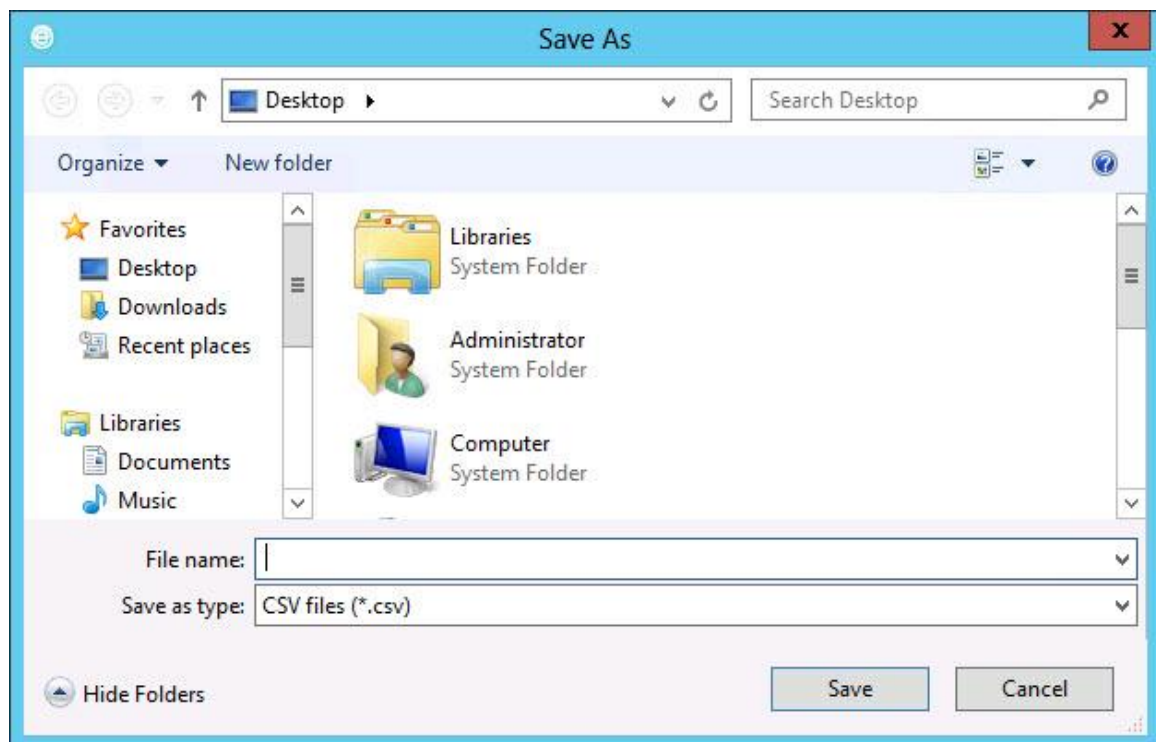
Exporting Users

If required, you can export all current users defined in the [Exclaimer Email Alias Manager for Exchange console](#) to a CSV file. To do this, follow the steps below:

1. Open the [Exclaimer Email Alias Manager for Exchange console](#) and select the [user management](#) tab:



2. Click the [export to CSV](#) button to display the [save as](#) window:



3. Navigate drives and folders to select the required location for the [CSV](#) file and enter the required [file name](#).
4. Click [save](#) to perform the export and return to the [Exclaimer Email Alias Manager for Exchange console](#).

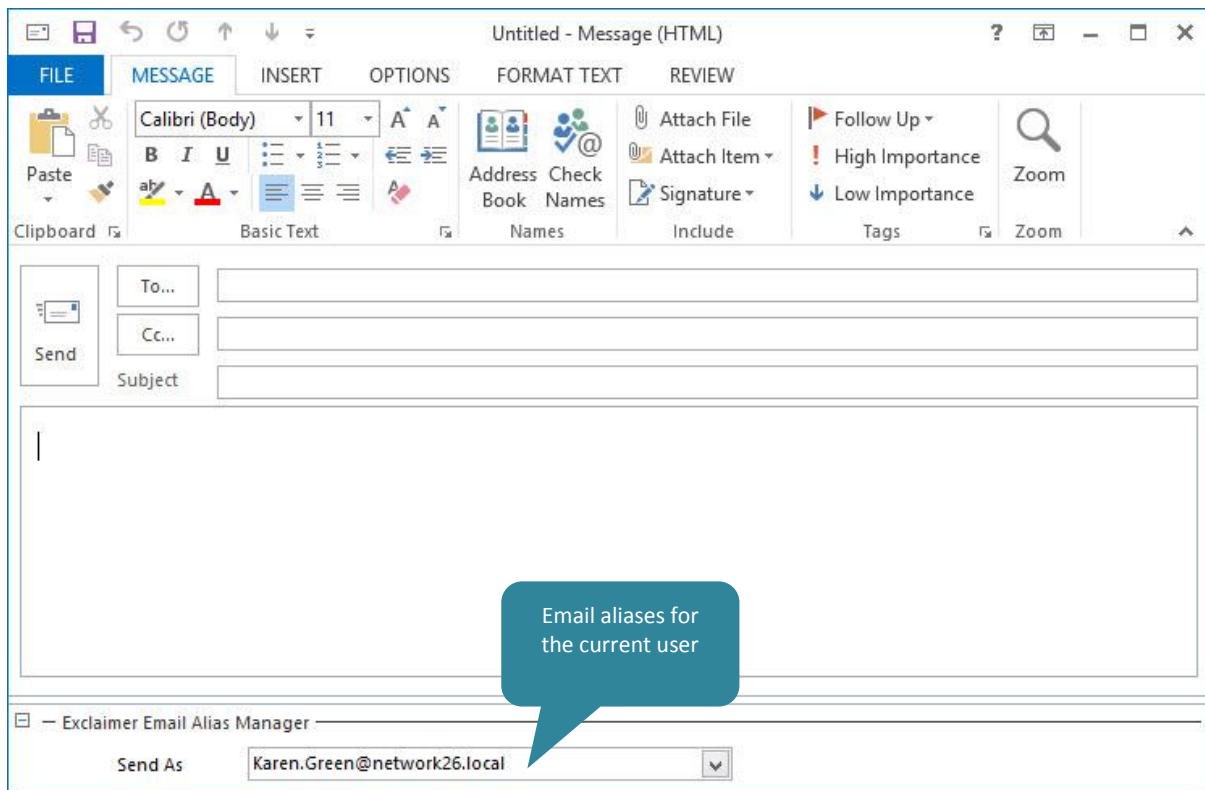
Chapter 5

The Outlook Add-In

The Outlook Add-In

Introduction

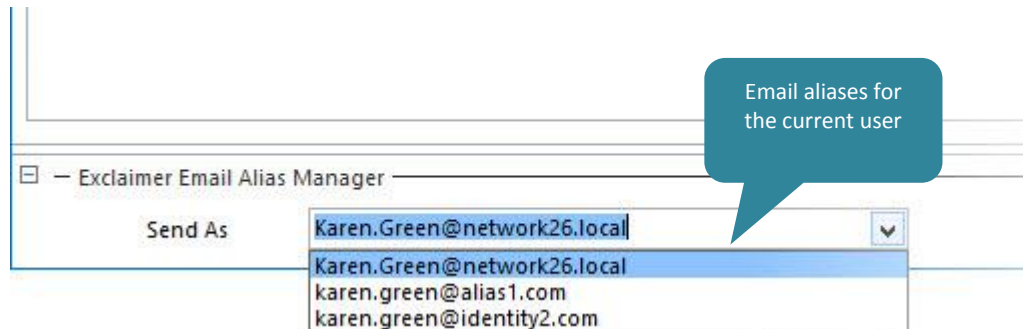
If the Outlook add-in is [installed on a client PC \[pg.13\]](#), a [send as](#) drop-down list will be available at the bottom of the message [compose](#) window in Outlook when you create a new message, or reply to/forward an existing message - for example:



This list is populated from the email list on [Exchange](#), so you will automatically see any aliases that you have permission to use.

Using the Outlook Add-In

To use the [Outlook add-in](#), choose to create, reply or forward a message in the normal way and simply select the required alias from the [send as](#) list at the bottom of the [compose](#) window:



The chosen alias remains the same throughout the entire email conversation (unless you choose to change it later in the conversation) but any replies will still be directed to your primary mailbox.

NOTE

If preferred (or if you are sending email messages from a mobile device), you can specify an alternative alias using a [trigger option in the subject line](#) [\[pg.54\]](#).

Using a Subject Line Trigger Option

As an alternative to the [send as list at the bottom of the compose window in Microsoft Outlook \[pg.53\]](#), you can specify your required alias in the subject line of an email message, prefixed by the trigger word: `sendas:youralias`.

This trigger option can be used when composing an email using [Microsoft Outlook](#), [Outlook Web Access](#), or if you are sending email messages from a mobile device. The trigger can be entered anywhere in the subject line and is removed after the message is processed by [Exclaimer Email Alias Manager for Exchange](#), before it is delivered to the recipient(s).

NOTE

If you are using **Microsoft Outlook** and select an alias from the **send as** list at the bottom of the compose window AND you enter a subject line trigger, the subject line trigger takes precedence and any alias entered here will be used.

Example

Suppose that a user named Karen Green has the default alias of: `karen.green@exclaimer.com` together with the following aliases:

- `karen.green@exclaimer.uk`
- `karen.green@exclaimer.de`

When composing an email to be sent from the `karen.green@exclaimer.de` alias, the following would be entered anywhere in the subject line of the message: `sendas:karen.green@exclaimer.de`, as shown below:

Subject: Monthly Meeting Postponed sendas:karen.green@exclaimer.de

The trigger text is removed after processing, irrespective of whether it is placed before or after the 'real' subject.

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